

# The National Locksmith®

June 1991



*Pre-ALOA Issue*

Plus Vehicle  
Security!



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**Click on the article  
you wish to read**

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Among the products to be exhibited at ALCA July 19-21 are (Clockwise from top left): Gardall Safe; OOL Security Products; Lion Lock and Mail Lock. Also featured: Harrison Electronic Systems. For more information, see our special Vehicle Security and Home Alarm Systems Product Review beginning on page 30.

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# Commentary

## Distribution And The Locksmith

These days, as money has grown tighter, I have heard more and more grumbling about the role of distribution in the locksmith industry. The complaining has come from every level of the market: manufacturers, distributors and locksmiths. Some manufacturers complain they want more support from the wholesaler. Some wholesalers complain they want more support from the locksmith. And some locksmiths complain they want more support from *both* manufacturers *and* wholesalers.

What does it all mean? I believe that with the tough economy, people have been having more trouble than usual appreciating the various roles different companies play in the economy of locksmithing.

Locksmiths, remember that you *need* your wholesalers! You simply could not do business without them. According to literature from the National Locksmith Suppliers Association, the value of inventory sitting on the shelf of their average member exceeds *one million dollars*. This money, in the form of product, sits on the shelf waiting for you to order it.

Without the wholesaler, you would have to purchase any supplies you need in great quantity. It simply is not cost effective for many manufacturers to ship you a few items at a time. Therefore, you are able to use the distributor like the bank. Draw from your account there when you need products. It keeps your money in your pockets instead of on *your* shelves! Recognize that the distributor, by virtue of his inventory and his overhead, has earned the right to make a living. His markups are worth paying because they allow you to conserve your resources instead of having to order three or four hundred locks at a time.

The wholesaler must also contribute to this relationship, however. Wholesalers, you do not make friends by selling directly to the customer of your customer. Be sure you have a carefully considered policy to protect the locksmith. Of course, many institutional and commercial accounts buy direct from you. But there is a difference between selling case loads to the locksmith department at the hospital and selling three deadbolts to the local motel manager. Protect your customer and he will insure the future viability of your own business.

The manufacturer, too, must contribute to the health and welfare of this industry. Understand that it is difficult for the wholesaler to justify stocking large quantities of new

products when current demand may be low. Help the distributor to market your products so that a demand for them may be built. This will, in turn, spur greater orders from the distributor.

With a little more cooperation between all parties, our industry will function better than before. Remember that as a locksmith, you have a great number of choices to make when ordering product. And often, price can be the determining factor. But you must remember that price will not necessarily buy you service, and price will not always buy you quality. The distribution system, just like your business, functions on profit.

If you do not perform a valuable function for your customers, you will not have enough business to sustain yourself. It is just the same for manufacturers and distributors. Demand and expect good services and products from them. But do not begrudge them the profit they must make to live.

As a security professional, it is your duty to secure and protect the lives and property of your customers. It is also your duty to earn enough profit to allow you to live and pay your bills. Thus, next year you will still be around to service the customer. It is just the same for the wholesaler. One without the other just could not survive. Working together, both locksmith and distributor will prosper.



*Marc Goldberg*  
Editor/Publisher



# Letters

## Comments, Suggestions and Criticisms

*The National Locksmith is interested in your view. We do reserve the right to edit for clarity and length. Please address your comments, praise, or criticism to Editor, The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107. All letters to the editor must be signed.*

### How To "Lock Up" Lockout Business

Dear Marc:

This is a guaranteed method to keep police and firefighters from opening vehicles. This afternoon I read one too many letters from locksmiths crying the blues about police and firefighters opening vehicle lockouts. For those who think that their financial success in this business depends on opening vehicle lockouts, I offer this foolproof method:

1) You must get the cooperation of most of the other locksmiths in your area.

2) You must use this method exclusively for a minimum of four months...six months if need be.

3) You must be willing to give a little to gain what you think is a lot.

4) You must realize that your "adversaries" are not skilled in the use of modern tools and techniques for opening modern automobiles.

5) For the period of time mentioned you must refer all lockout calls to both the police (sheriff) and fire departments in your community.

6) After this period of time, the public services mentioned will have expended a good part of their budget on these "freebies," and may be ready to cry "uncle." Also, by this time they probably will be defending themselves against several law suits after causing damage to some of those more difficult autos (especially if you tell you "customer" to do so if the public agencies cause any damage).

7) Now you must talk to the heads of these agencies, offering to take on all car opening from now on.

8) Finally, after you get your car openings back, I must go on to do those high-profit jobs that you're missing out on while waiting to open that next automobile for a few dollars less than your competitor.

Wynn Kessler  
California

### In Memoriam

Harry D. Simon, an inventor, locksmith and retired president of the former S & S Key Company, Chicago, Illinois passed away on

November 18th, 1990 at the age of 90.

S & S was once called the largest locksmith service in the world. S & S's operation in Chicago occupied close to 13,500 square feet which dwarfed similar locksmith operations. In 1978, Mr. Simon sold the company now called the Super Lock Service to his employees.

A number of his inventions are currently used today, from the First Key Machine to the Cylinder Guards to the Time Delayed Systems currently used between both Cylinders and/or Key Pads to the Electric Strikes. He also assisted Francis Keil in the invention of the automatic key machine and the Junkunc family in their invention of the ball locking system used in their padlocks. In the beginning of the 50's, he engineered, designed and manufactured all of the service tools for the major manufacturers of door closers and which are currently used.

He is survived by his sons Gene and Laurence who still are very active in the industry, and Martin Simon.

*Continued on page 8*



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Continued from page 6

## 1990 Tips Winner

### Thanks Staff

Dear Marc:

This is a word of thanks to you, Bob Sieveking the Technical Editor, and the staff of *The National Locksmith* magazine for awarding me first place in the 1990 Technitip Contest. My prize was a Laserpoint Key machine from HPC. I was also the recipient of the Best Tip prize for the April '91 issue.

I would just like to tell my fellow locksmiths that it's easy to win valuable prizes, cash, etc. in your tips column. I will continue, in the future, to share my helpful hints as others have with me over the years.

Billy O'Dwyer  
Connecticut

## TAOL Speaks Out About Legislation

Dear Marc:

The Association of Ontario Locksmiths (TAOL), through the Legislation Committee, has approached the provincial government to establish legislation for Ontario locksmiths. The objectives of this project are to provide

training, establish an apprenticeship program, develop favorable legislation and finally certification through provincial testing.

Members of TAOL have discussed this subject at length during membership meetings and board members of TAOL have had direct communication with the Ministry of Skills Development to determine the requirements to put this project in motion. However, TAOL is only a small representation of individuals working in the security hardware industry be they locksmiths, dealers, distributors or manufacturers. In addition, chain stores, hardware outlets, police departments and tow operators are involved in some form of the industry.

Legislation, certification, licensing, or however it may be addressed is not mandatory in the Province of Ontario. Official legislation will affect everyone! It is the intent of TAOL to formulate all the data required to produce favorable legislation. This mammoth objective cannot be achieved without the participation of all personnel involved in our industry. All locksmiths are encouraged to take this project seriously. Give it your utmost attention,

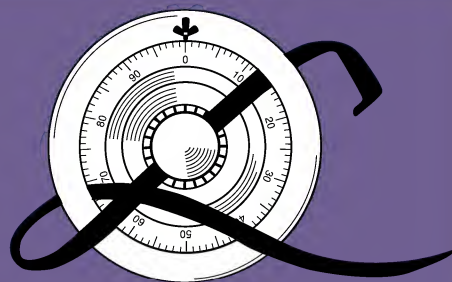
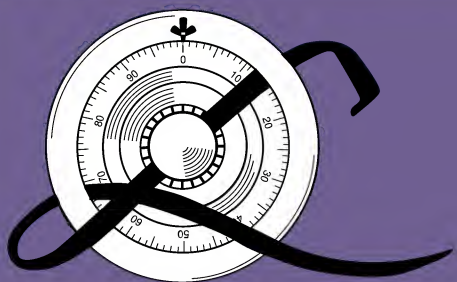
commence communication with your fellow locksmiths, pass the message at the happenings in the industry.

We are in the early stages of this project: we need your comments/suggestions to make this a viable presentation and a successful achievement to the satisfaction of everyone. Should questions arise, and they certainly will, they must be addressed directly, accurately and quickly to those concerned. This project has great potential and the objectives will only be satisfied by networking within the locksmith community and using your input seriously.

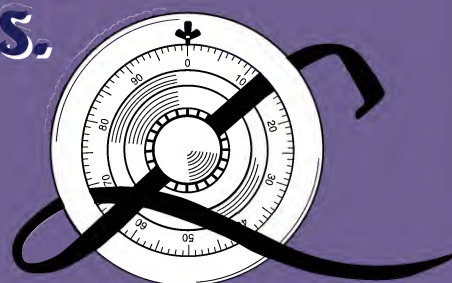
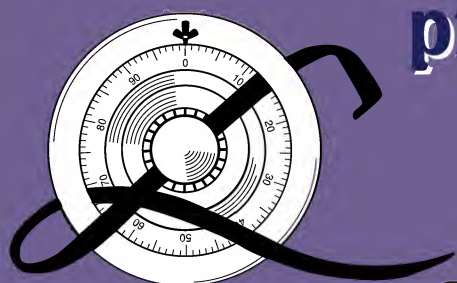
TAOL Board members have taken this task seriously and accept the responsibility of working on your behalf to bring about legislation. Legislation may be good or bad; it will affect everyone, but only through collective effort will we be able to achieve successful legislation.

"Legislation by Locksmiths" is the only approach to this project. "Legislation by Government" is no legislation! Participation is the "buzz word".

Continued on page 11



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*Continued from page 8*

Should you be in favor of legislation call or write us, (scribble a note).

All inquiries and communication should be directed to: The Association of Ontario Locksmiths, 2220 Midland Avenue, Unit 106, Scarborough, Ontario, M1P 3E6 Attention: Legislation Committee, Telephone: (416) 321-2219.

### "Veteran" Installer Offers Advice

Dear Marc:

I am writing in response to the article in the April '91 issue on floor safe installations. As a veteran of several hundred different safe installations I thought I could add a few tips to make the installation go easier.

First off, the point that was made about missing all footings is a valid point, but along with footings there are also water pipes, air conditioning lines, tension cables and sewer pipes (on deep safes), to be on the lookout for. Most of the time if you hit one you just need to slide the hole over a few inches. It is for this reason you never cut the carpet for digging. Just pull it back from the wall over itself. This makes clean up easier too.

The tool you use for breaking the concrete is your own choice. But I found 60 lbs. Bosch Electric Jackhammer works best. There are no air lines and it breaks up the concrete faster than smaller ones. This keeps the dust down and saves clean-up and boring time. They rent for about \$35 — a good investment. When busting through the bottom of the slab, be sure to watch for pipes.

Another tip is to bring both cutters and a Sawzall with metal blades for the wire mesh or rebar in the slab.

Make sure the hole is at least 3" bigger than the safe on all sides (bottom too). This prevents water seepage and adds security. A plastic bag of tar also helps keep water out.

A garbage can (35 gallon) and a (5 gallon) bucket are a necessity. Leave the garbage can in the truck and haul the dirt out in the five gallon bucket and then mix your concrete in it.

When you first pour the concrete in

*Continued on page 85*



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# Enter the 1991 Technitips Contest

\$\$\$ Thousands and thousands in cash and prizes! \$\$\$

## First Prize



### Silca's Club Jr.

This easy to operate key duplicating machine makes the popular Laser-Sidewinder auto keys. It also duplicates various automotive and commercial high security keys.

## Second Prize



### HPC's One Machine

The One Machine is a semi-automatic, durable and accurate duplicating machine designed to cut several hundred keys per day, effortlessly. It cuts standard cylinder keys, plus most foreign automotive keys.

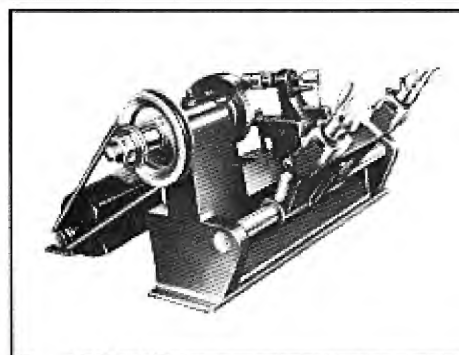
## Third Prize



### ESP 660

The model 660 key machine can be used for manual cutting or, with the flip of a switch, it will cut keys automatically. It is designed to accommodate large head keys such as hotel and foreign auto blanks.

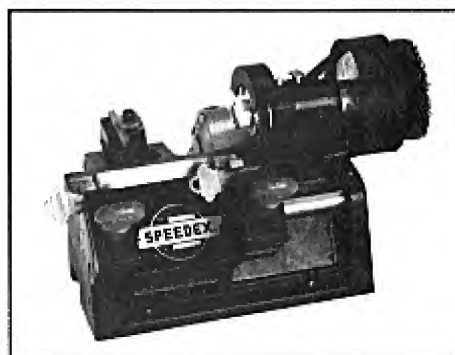
## Fourth Prize



### Belsaw 200

Duplicate, cut by code, cut flat steel keys. Complete machine with motor, three cutters, guides, and instructions. Built-in micrometer.

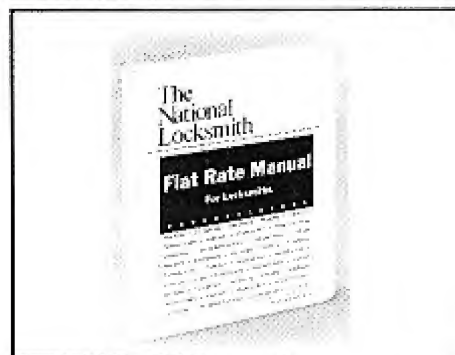
## Fifth Prize



### HPC 9120

HPC's newest and most compact key cutting machine features reversible jaws. Double-sided copy dog cuts flat steel and safety deposit keys and has softy brush. Excellent versatile machine.

## Sixth Prize



### \$100 Cash & Flat Rate Manual

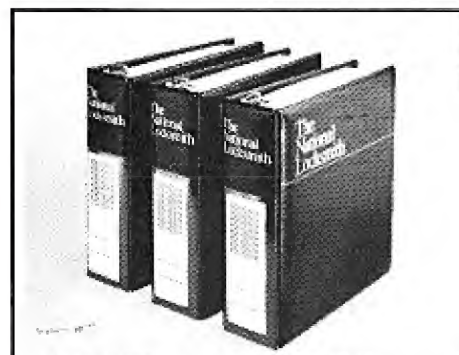
\$100.00 in cash will brighten your day! So will the *Flat Rate Manual for Locksmiths*. The manual will help you price your services for profit. You won't ever have to guess how to price again.

\*\*\*\*\*

Code Books From *The National Locksmith*

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## Seventh Prize



### General Code Book Set (NGCB)

These three books contain 450,000 codes covering domestic lock and automobile codes.

## Eighth Prize



### Padlock Code Book Set (NPCB)

These three volumes offer 462,000 covering Dudley, American (Junkunc), Master and Yale.

## Ninth Prize



### Foreign Code Book Set (NFCB)

This two volume set holds 432,000 codes for the complete variety of foreign codes, from Alpha Romeo to Yugo.



# Technitips

Helpful Hints from Fellow Locksmiths

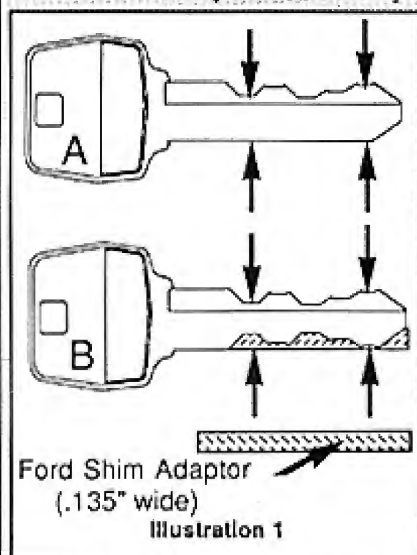


Send me your Technitips. Who knows, you may be our next winner! c/o The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107

by Robert Sieveking

## June's Best Tip

Here's a nifty little Technitip



## Win a VATS Decoder From All-Lock!

Each month, All-Lock will award one of their A-7000 VATS Decoders and an A-7001 Adaptor to the best automotive Technitip submitted this month. If you would like a chance to win a free decoder and adaptor from All-Lock, simply submit your automotive tip exclusively to *The National Locksmith*. Tips submitted to other publications cannot be considered.

All-Lock's A-7000 makes it easy to diagnose system failures, service the column and select the correct key blank. This sophisticated tool is easy to use and is completely portable. Long wire leads are easy to use in cramped automotive situations.

Submit your tip, and win today!



for those times when you must measure a Ford Double-sided key. Many times it becomes necessary to measure a key in order to make another by code, or determine the cuts so cylinder can be combined to the key. Depths for Ford double-sided keys are measured from the uncut side of a

blank to the root of a cut, as you see in illustration one-A.

The best solution is to place a Ford adaptor into the recess of the off-set, and measure from the adaptor to the root of the cut. The adaptor, normally used to duplicate the double-sided keys, is .135" wide and .085" thick.

## How To Enter

All you need to do to enter is submit a tip, covering any aspect of locksmithing to *The National Locksmith*. Certainly, you have a favorite way of doing things that you'd like to share with other locksmiths. Why not write it down and submit it to: Robert Sieveking, Technitips' Editor, *The National Locksmith*, 1533 Burgundy Parkway, Streamwood, IL 60107.

Tips submitted to other industry publications will not be eligible! So get busy and send in your tips today. You may win cash merchandise, or even one of many key machines or code book sets! At the end of the year, we choose the winners of the listed prizes.

Last year dozens of people walked off with money and prizes. Wouldn't you like to be one of the prize winners for 1991? Enter today! It's a lot easier than you think!

## Every Tip Wins 'Locksmith Bucks!'

Yes, every tip published wins a prize. But remember, you must submit your tip to *The National Locksmith* exclusively. Each and every tip published in Technitips wins you \$25.00 in Locksmith Bucks! Use this spendable cash toward the purchase of any books or merchandise from *The National Locksmith*. You also receive a Bonded Locksmith bumper sticker and decal. Plus you are now eligible for the really big prizes!

## Best Tip of the month prizes!

If your tip is chosen as the best tip of the month, you will win \$50.00 in cash as well as \$35.00 in Locksmith Bucks! Plus you will receive a quartz Locksmith watch, a Bonded Locksmith bumper sticker, decal and a Locksmith Cap. Plus, you may win one of the annual prizes.



I used a brass shim that used to come in boxes of Ford key blanks, but if you need to make one, try this. Clamp a Ford key in your vise, with a small piece of thin stock (.085") in the offset of the Ford key. File the shim, as you would hand duplicate a flat steel key, square and even with the edge of the key. In two minutes you'll have a perfect adaptor. File carefully. The .135" dimension is very important.

I'm sure this will help some apprentice locksmith that has struggled with this problem.

Robert Lazich  
Wisconsin

\*\*\*\*\*

#### Automotive Tip of the Month

This tip is the winner of the All-Lock A-7000 VATS Decoder and the A7001 Adapter. All-Lock will award this package to the best automotive tip each month of the year.

I have two Technitips, that I'm sure you will find helpful if you do automotive work. To increase the visibility of your car opening tools, while inside the door, paint the working ends white. This is a tremendous advantage when working with a wedge and a flex light. The white tools stand out against the dark background, and is much easier to guide over the linkage.

If you are asked to duplicate a worn GM key, and find that the duplicate will not operate the lock, shim the original and make another copy. Place a paper shim, made from a calling card, under the original key, and duplicate it as usual. The duplicate will be oversize, by the thickness of the card. A regular calling card will usually be about .010" thick. You should check your key machine regularly, to be sure it is cutting accurately, of course. A paper shim, used as above, is a simple cure for an undersize key. This Technitip will work on any cylinder key.

Ron Hanna  
Wyoming

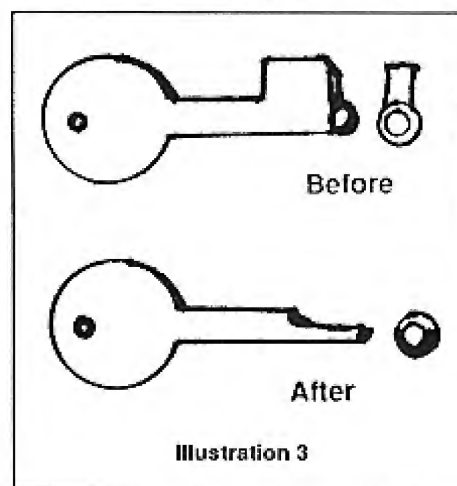
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I recently had a customer who brought in a "Boraxo" soap dispenser, which needed keys. When I first looked at the keyway (see illustration 2) I thought, "I don't have anything for that." But, not wanting to tell my



Illustration 2

customer, "No," I took the dispenser to my keyboard and realized I could use an old fashioned barrel key the same size as the dispenser's keyway and ground off the bit, a little beyond the bit, halfway into the shaft. (See illustration 3.) Now that I had a key



that would go in, the rest was done because all you do to unlock the dispenser is push in and turn.

Mark Dolin  
California

\*\*\*\*\*

This Technitip is fairly simple, but extremely handy. Next time you rekey a Kwikset cylinder, and find the spring cover loose, clinch it in place with your HPC lock cap removal pliers. The shape of the plier tip is perfect to tighten these notoriously loose retainers. It may not be absolutely necessary, but it's just a little insurance that the retainer won't pop off.

A second Tip, that I really can't take total credit for, concerns helping customers find your place of business. If you have a small map printed on the reverse of your business card, it will aid a prospective customer in locating your door. If your shop is "out of the way" or "easy to miss" show some landmarks on your map that a person unfamiliar with the area will recognize. The time you save not explaining "how to get there" and the frustration you will save the customer, is worth your effort. You may want to include the same map in your yellow page advertising. Keep it simple!

Bill Frase  
Delaware

\*\*\*\*\*

If you're as tired of chasing those little red extender tubes that come with can of WD-40, as I am, this Technitip is for you. Before you use the spray top or extension tube, while it is still new, glue it to the spray top. Insert the extender tube into the spray top and glue it in place. A drop or two of "hot glue" or a little "super glue," will keep the extension tube in place, permanently. The tube and top must be "clean and dry," for the glue to adhere properly.

Robert Busby  
Maryland

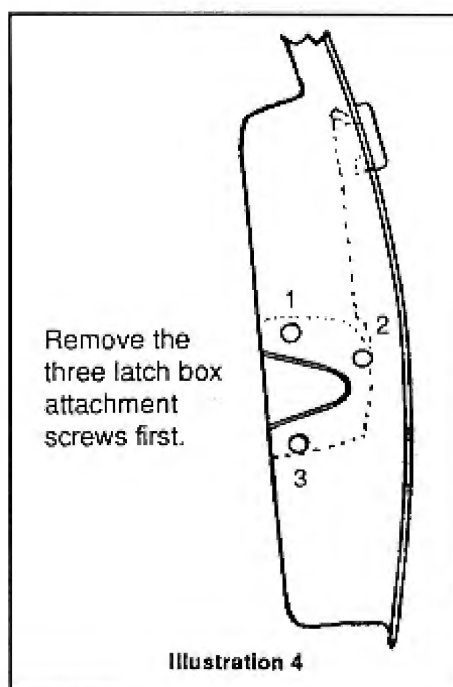
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When you install a "dummy cylinder" in a mortise lock, make a shallow cut on the rear of the cylinder with a hack saw, to accept a flat blade screw driver. This will allow you to screw the "dummy cylinder" in or out of the lock case, from the opposite side of the door. By using this tip, you will avoid any damage or scars to the outside of the cylinder. Dummy cylinders can be very hard to grip well enough to install or remove without damage.

William S. Kase  
California

\*\*\*\*\*

To service the door locks on the late model Chevrolet and GMC pickups, it is necessary to first remove the latch box assembly. The linkage between the



Continued on page 16



Continued from page 14

latch box and handle assembly, which contains the lock cylinder, will not permit easy removal of the handle. Two 10 mm metric bolts secure the handle/cylinder assembly in the door. These are removed first. Uncouple the "lock" linkage from the outside cylinder at the latch box, remove the three latch box attachment screws, and allow the latch box to remain suspended on the linkage from the inside latch and lock control rods. Being careful not to bend or distort the lock pawl or linkage rods, tilt the handle and cylinder assembly out of the door. It's easy if you free the latch box first, as in illustration four.

Note: Some of the parts on these newer vehicles are not as substantial as you have become accustomed to. Don't stress or bend the "white metal parts," some will break before they bend. Handle units that are "painted" to match the vehicle can be expensive to replace.

Herschel Luttrell  
Texas

\*\*\*\*\*

For the Master combination padlock, a good drill point is located at the center of the lock body, in line with the

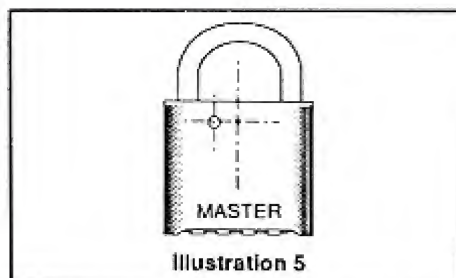


Illustration 5

case rivet, as shown in illustration five. Drill a 1/16" hole, through the skin of the padlock body. Insert a stiff wire probe through the hole, and push in as you depress the shackle to release the lock. The probe will lift the "blocker," which blocks the heel and toe locking slides. The padlock will be unlocked.

This method will require the lock case to be repaired. A short "drive screw" is, in most cases, the easiest answer.

Richard Kalicki  
California

\*\*\*\*\*

Recently I was called to master key 15 new GM vehicles. This was done to allow a maintenance company to service the vehicles after hours, without having a separate key for each truck. The key combinations for the individual vehicles remained the same, so individual drivers would not have

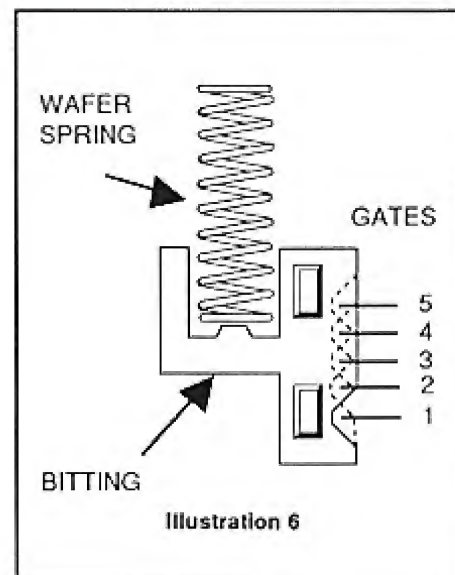


Illustration 6

access to other than their own truck. The master keying was quite easy.

Illustration six shows the design of a B&S sidebar wafer. The only feature of the wafers to change, as the combination is changed, is the location of the gate. By adding a second gate with a triangular file, using another wafer as a pattern, you will have a wafer that will accept the sidebar at two different cut depths. For best results, make the cut difference at least two

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Continued from page 16

depths deeper or shallower than the set key.

Vic Ferreira  
West Virginia

*Editor's Note: Try to keep the number of mastered wafers to a minimum, to prevent cross keying or the chance of phantom keys operating your cylinders.*

Set 421244

Master 123211

*Remember, mastering master keying always creates a number of phantom combinations. The following combinations will also operate the same cylinder.*

421241      423241

421214      423214

121241      123214

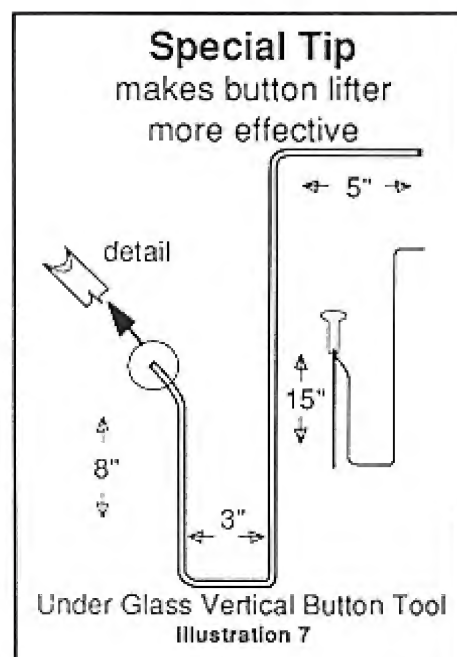
121214

123241

*Multiply this, by the number of vehicles, and you will suddenly realize that we have traded a system of "convenience" for the "security" that was afforded by the separate keying. Make sure your customer is aware of the trade-off, and accepts the liability.*

\*\*\*\*\*

Here is a little Technitip that will greatly increase your speed and success with the vertical button tool. The tool shown in illustration seven made from 3/16" round rod. The special tip was created by filing the end with a small round file. The claw style tip cradles the vertical button rod, as the tool is slid up to the button. This modification will allow you to "capture" the rod, and slide it up to the underside of the



vertical button without slipping off.

Kenneth Hammack  
Indiana

\*\*\*\*\*

A 1991 Toyota Land Cruiser was the subject of about 1-1/2 hours of study for me the other day. The first thing I found was that my auto encyclopedia doesn't even mention this car and I have grown accustomed to finding anything I am called on to open in there. After poking around in the doors with my light, I discovered that for the most part the window channel prevents any tool from entering the door cavity and where you *can* get into the door the linkage is shielded.

I personally don't like to pull the door away from the frame and stick a long tool into the interior of the car so I continued exploring. There in the rear compartment were a pair of sliding bypass windows. A plastic wedge easily separated them about 1/4" giving me plenty of room to stick a 3/16" rod (bent into a "Z" shape) forward to the window's lock lever and depress it. It did not require much effort and the window was open.

I was still too far from the door lock to reach it with my arm so I wrapped some electricians tape on the end of my

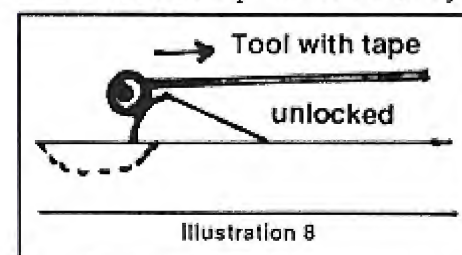


Illustration 8

Continued on page 85

# NATIONAL

## AUTO LOCK SERVICE, INC.

**National Auto Lock Service, Inc. offers a wide range of equipment and services for the Automotive Locksmith. From tools and hard to find key blanks to transponder programming, we can take the mystery out of car service. We accept credit card orders, and can ship COD. Contact us for the latest in automotive technology.**

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# Newsmakers

## New Products and Industry News

### S & G Offers New P.O.P. Program

Sargent & Greenleaf has introduced a new point-of-purchase marketing program. The program features a Sargent & Greenleaf Point-Of-Purchase Safe Label that adheres to security containers displaying S&G locks, dials, and rings.

To assist safe dealers with showrooms, the P.O.P. Safe Label promotes safes that feature the Sargent & Greenleaf UL listed Group 2 combination lock products. Highlighting important security features about the lock, the label informs the potential purchaser that the safe manufacturer chose one of the finest security combination locks available.



Circle 323 on Rapid Reply

### Gardall Introduces New Wall Safe

Gardall Safe Corporation has announced the introduction of their new extra deep wall safe model SL6000. The safe features a new flush mounted easy to operate dial with a U.L. Group II combination lock or a key operated lock.

The SL6000 is constructed with heavier gauge material than most other wall safes on the market, using a 1/4" door and 3/16" body. The safe weighs 43 pounds. There are four anchoring holes in the sidewalls.

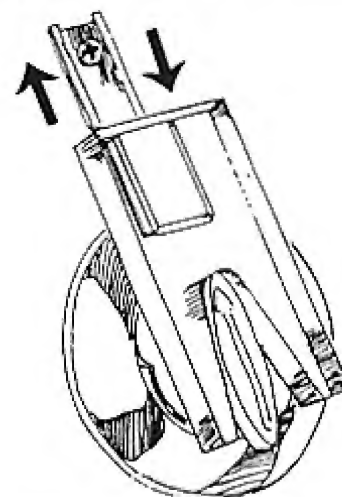


Circle 324 on Rapid Reply

### Fortifier Improves Deadbolt Security

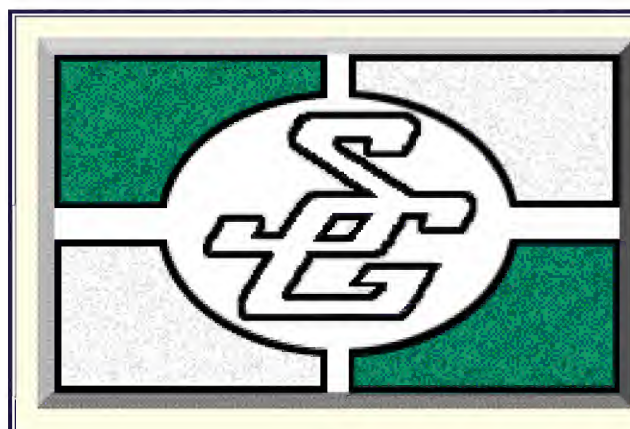
The Fortifier lock guard makes the deadbolt lock pick-resistant and is intended for at-home use. The Fortifier, available in two models, mounts on the side of a regular door which uses a double cylinder deadbolt or above the double cylinder on a French door.

Model FSI Swing-a-way swings down over deadbolt key, in locked position, which Model FS2 slides down on track over deadbolt in locked position. The Fortifier has a U.S. Patent Pending. It features a modern design and is made of break-resistant materials.



Circle 325 on Rapid Reply

Continued on page 22



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electronic safe  
locks for...security...  
technology...tradition.**

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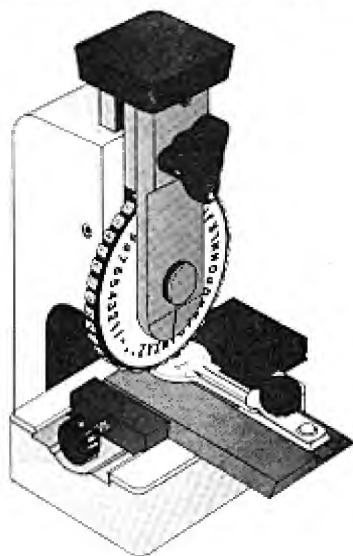


Continued from page 20

## Key Stamper From Silca

The TS-1 Stamper from Silca is a heavy duty, solid metal tabletop unit featuring a rotating wheel. The wheel contains alphabetical and numerical characters, plus period, slash, hyphen and comma. The Stamper is ideal for use by locksmiths to mark keys for identification.

Ball bearing stops space the characters into the correction position,



while a sliding shuttle allows positioning of the key for incising almost any point on the surface of the key. The dial wheel and shuttle lock in any position determined by the operator to insure accuracy. A solid rap with the hand or a rubber mallet will incise the desired characters into the key with ease.

Circle 326 on Rapid Reply

## Alarm-1 Open House

Alarm-1 Protective Services conducted a dealer open house at their Louisville, KY central station. The dealer open house afforded the dealers an opportunity to see the new, recently relocated central station.

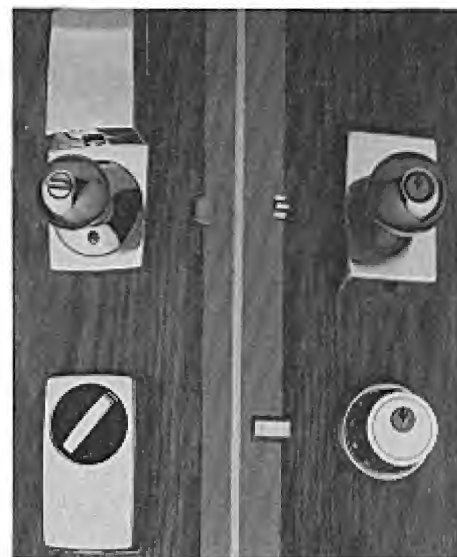
The new facility has three times as much space in the central station as the former facility. A new telephone system, larger computers, and more operator stations were added to accommodate the growing dealer base.

Alarm-1 is a national dealer company providing central station monitoring, equipment purchasing, marketing assistance, and dealer networking.

Circle 327 on Rapid Reply

## IntelLock Announces New Entry Locks

IntelLock Corporation is introducing the new IntelLock 1000 and 3000 series of key optional entry locks. After an early launch of the product prototype by Schlage Lock Division, IntelLock has taken over the reigns, spearheading both technical product improvements and consumer marketing efforts.



"The objective of the change (from Schlage to IntelLock) will permit IntelLock to focus on the specialized



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product development and marketing task required for the key optional lock to reach its significant potential," says Thomas Field, president, Schlage Lock Division.

"We simply introduced too early," explains Intelock president, Tom Corder, "The product underwent years of extensive lab testing. Still, the initial Schlage launch proved we had some issues to address. We've worked with locksmiths, retailers and consumers—people who were on the front lines, selling, installing and using the product to make the necessary adjustments."

"The development of the Intelock 1000 and 3000 series has been an ongoing process. We've solved the mechanical problems with the prototypes and now we're ready to bring this new technology to the consumer," says Corder.

Intelock products exceed all Grade 2 Standards and meet most Grade 1 Standards.

Consumer responses refer to Intelock as the most exciting breakthrough in lock hardware in the last 50 years, likening the advancement

from the hardware key lock to a modern application of entry electronics to the banking industry's conversion from teller to ATMs.

During the next 12 months, Intelock will introduce new, advanced products. The new Intelock 1000 and 3000 series will be on display at their booth (#557) during the ALOA show in July.

For more information on Intelock's new series of key optional entry locks or if you have unused Key 'N' Keyless inventory to be returned for the new Intelock 1000 and 3000 series product, please call: (800) 487-2114, or write to: Intelock Corporation, 7026 Koll Center Parkway, Suite 225, Pleasanton, CA 94566.

Circle 328 on Rapid Reply

### Jet Adds Key Blanks

Jet Hardware Mfg. Corp., Brooklyn, NY is pleased to announce the addition of seventeen new key blanks to their line.

Supplement 191.1 releases numbers B69, B77, B78, and B79 for General Motors, HY5 for the new Hyundai and

SCI-DD in brass and 100-C-DD-NS incised with "Do Not Duplicate" on the bow.

Supplement 191.2 announces their new "Safeline" with five of the most popular safe deposit blanks for both S&G and Mosler. Uniquely, they have incised a neat identification number on each blank utilizing either an original key blank number or the manufacturers lock number. All of the blanks are in nickel silver.

Supplement 191.3 covers blanks numbered ES1 and ES9 for ESP's locks, FA3 for Falcon's standard "G" keyway and both Fort's S4G and L54G to fit their most popular cam locks.

Circle 329 on Rapid Reply

### AWI Gets Response To Rebate Program

AWI, a division of Abloy Security, Inc., has reported a significant response to its Quarterback Rebate program, which allows for a 25 cent rebate on any AWI or Convert-A-Lock cylinder, with at least ten proofs of purchase.

"The response to the rebate program

*Continued on page 24*



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*Continued from page 23*

has been just great," said a company spokesman. "We feel this savings on our product is a great way to say thank you to all of our loyal customers."

In conjunction with its 25th anniversary, AWI also will give away \$25,000 cash to a locksmith at the 1991 ALOA Convention, July 19 to 21, in Anaheim, California.

To have a chance to win, a locksmith must register for the AWI Quarterback Rebate program. No purchase is necessary to be eligible to win the \$25,000 prize, and the locksmiths need not be present to win. However, participants must be 21 years of age to enter. Locksmiths may write or call AWI for registration forms.

**Circle 332 on Rapid Reply**

### The G.M. Persuader From Aable Locksmiths

Frank Markisello R.L. of Aable Locksmiths has designed a new tool that will open virtually all GM door and trunk locks in less than 60 seconds. This tool was originally designed to



open those trunks where the spring retaining cap has popped up into the outer shell, making it impossible to open the lock with the key, or the key is worn out. With this tool and the key you can open the trunk without any damage, then just replace the retaining cap and the face cap.

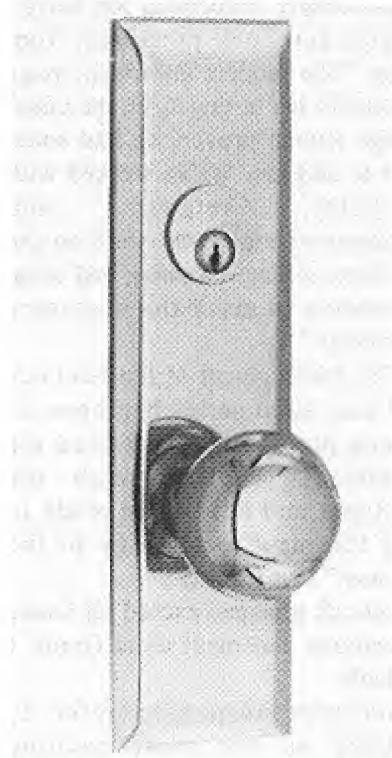
**Circle 330 on Rapid Reply**

### Marks' New Yorker Mortise Lockset

Marks USA announces the redesign of one of their most popular mortise locksets. The New Yorker will feature thru-bolt knob/plate assemblies. The new design utilizes knob/plate assemblies which thru-bolt through the lock body and secure with vibration-proof screws. This assures automatic trim alignment and extra strength.

The steel reinforced knobs are permanently attached to plates with

hardened snap rings through machined brass bushings. The resulting design, therefore, creates "screwless" knob trim. Each knob contains its own independent spring loaded spindle.



**Circle 331 on Rapid Reply**



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# Selling Alarm Systems

"How can you customize your sales approach to meet the situation of your prospect? And what are the benefits of doing so?"

by Jim Osborne

**M**ore locksmiths are becoming interested in the alarm aspect of the security industry. Remember that customizing your sales approach for an alarm system will bring you many benefits. The first benefit is increased sales, the second is a more satisfied customer, and there are more benefits to follow. But how do you customize your selling? How do you match the system with the customer? Why customize? And how do you avoid the "Assumption Trap?"

**Avoid Assumptions.** A perfect

## Monitoring The Alarm Central Alarm Control

Central Alarm Control, Inc. in Miami, Florida, has redefined central station automation. Using a software interface called ProCAD, Central Alarm Control is the first to successfully transmit dispatch information to the 911 Center computer-to-computer via modem. The impact of this new application of available technology has been tremendous.

At the central station: Fewer central station operators can handle more alarms. Actual dispatch time is less than 30 seconds. Voice transcription errors are eliminated. More timely outgoing calls to alarm subscribers result in more dispatch cancellations, from 7% during the first three weeks of testing ProCAD.

At the police department: Fewer dispatchers are required to handle alarm calls. More cancellations are received before a patrol unit is sent to the scene. Response time to other calls has consequently shortened.

For the customer: Quicker calls have increased customer satisfaction with monitoring. More cancellations equate to fewer false alarm fines.

"Relations between the alarm

*Continued on page 28*

illustration of this trap is what happened a few years ago when I worked as a product manager with a security equipment manufacturing company. Our engineering staff was demonstrating a new "high tech" residential alarm system to the CEO and the Board of Directors. This system had multiple arming levels, English readout, 100+ zones, a variety of special shunt and arming features. It would do everything except clean the windows. Every member of the engineering department proudly presented different aspects of the system they'd developed to the CEO and the owners. Finishing it up, they waited for the praise to follow.

Without so much as a hint of excitement or enthusiasm in his voice, the CEO said, "Good job, gentlemen. I know the market studies show that we'll sell a lot of these units, but I can tell you that I'd never have one of these in my home, not even on a bet."

**Lifestyle is a key.** With everyone expecting praise and congratulations, he shocked us with his pronouncement. Certainly he was pleased with the engineering work, and said so, but his rejection of this product for his personal use hit us like a bombshell. What was behind this? The answer was his personal lifestyle and preference. He preferred nothing "high tech" in his personal life. He explained that he didn't even use ATM machines. He wasn't comfortable with them, didn't like codes or remembering them, and he just didn't like the process.

The security system in his home probably had "1" as a code, and it's doubtful that he even owned a system that his own company produced. Even though he headed an international electronics company, was an engineer by training, and dealt with technology every day, his personal life was kept simple and uncluttered.

**Step beyond the obvious.** Enter the "Assumption Trap." A security

salesman going to this executive's home to sell a security system would probably find out that this executive headed an electronics manufacturing company (forget that it's security for just a moment), and had an engineering background. What would the typical salesman do? He'd trot out the most complicated system available with all types of features.

He'd go into detail about these and probably try to show how all the latest electronic technology has been applied to that particular system. "No" would be the answer to this presentation. How many prospects are turned off by the assumptions a salesman makes, and end up saying no to a system when it could have been yes? Plenty. Asking questions and making observations can turn the no into a yes.

**What are you selling? Hardware?** As a security sales professional offering electronic alarms, you are selling "Peace of Mind" to your prospect. If you're not, you should be, because that is really what people want to buy. If the alarm system you are proposing is "too complicated" for the prospect, or they are afraid they will have problems operating it, you have an excellent chance of hearing this prospect say no.

Few people buy what they don't understand. Conversely, try selling the most simplistic system to a prospect who's an electronics nut, who wants to have all the features that the most complex system offers, and you'll be out the door. Customize. Asking questions, making observations, and checking out assumptions is how you do it.

**By any other name.** Many of us choose to use titles like Security Analyst, Security Consultant, etc. when presenting ourselves to our prospects. However, no matter what title you choose, your first or primary role is, or should be, as a sales professional in security. A sales professional is a

*Continued on page 28*



*Continued from page 26*

industry and the Metro-Dade Police Department are at an all-time high due to the joint effort to reduce false alarms," according to Ron Walters, President of the Alarm Association of Florida. "Other police departments are watching what is happening to Metro. It is not far off when the alarm dispatch will go from the central station to the patrol car untouched by human hands."

For more information about Central Alarm Control and ProCAD, contact Bob Boudreaux (800) 288-6522.

### **Emergency Response Center**

The ERC Network goes one step beyond alarm monitoring. The Emergency Response Center's central station features: all major formats, is U.L. listed, fully computerized with new equipment on line, 24 hour voice/data recording, full-power backup. Their new facility designed for monitoring efficiency has personable operators who are friendly and proficient, and offers convenient fax and modem services for direct access.

Just as impressive, you've found ERC service priced right, with no sign-up fees, hidden charges, limited times to go one line, "fine print" contracts, and no added costs for unlimited codes and zones. The company, established in 1980, serves over 600 dealers nationally, with tens of thousands of accounts handled smoothly and efficiently.

Ask for ERC Network Services. You'll have excellent support services right at your fingertips, and many are free. As an ERC Network dealer you can take advantage of their award-winning literature program (Securing America Merit Award for the Best End-user Residential Alarm Sales Materials). Customize these with your decal and you'll have a sales brochure, a direct mail piece, a handout or a leave-behind, a set of Emergency Response Procedures for customers, and more.

Take advantage of exclusive seminars and workshops, a security sign program, a logo program, a cash loan program, and more.

Call toll-free, 1-800-322-ERC1, for your free booklet, "Alarm Monitoring Guide for Dealers", and complete sample information. §

*Continued from page 26*

member of a proud profession that matches a product or service with the needs of the customer. If you keep this fact firmly in your mind you can increase sales, and capture other benefits too.

Knowing your prospect is one of the first rules of selling. Asking questions in a personable manner shows your interest in the needs of your prospects, and provides you with valuable information needed to make the sale. You can double your chances of making the sale if you get to know your prospect's needs, and from sales come referrals. But what is important to know?

**Profession:** If you know your prospect's profession before the appointment, it may help you to provide the proper focus for your presentation. For example, an emergency room nurse who deals with crime or its result every single day should understand the benefits and need for a security system. A stockroom clerk may not have had exposure to crime, exposure which could help motivate him to install a system. Regardless, it will help if you ask what exposure they have had to crime, and what it means to them. Let them tell you. If you fail to show the prospect the need for your system, their answer will be no.

**Hobbies:** Always look around to see what hobby, or even entertainment, electronics are in the house. If there is a VCR, try to determine if it is "full feature" or "basic." (Going back to my original example of the CEO who kept his personal life simple, you would see no VCR in his home at all). Also look for home computers and electronic games. If these items are in the house you know the prospect may be comfortable with new technology, but it doesn't hurt to ask how they like or use these items. Ask questions with genuine interest in finding out how they look at things, and apply answers you get to your selling process.

The presence of these electronics may also tell you what level of system the prospect can afford. If you find no sign of electronics (VCR, computer, etc.) in the house, this could mean that the prospect is not comfortable with them, or cannot afford them. Again, don't make assumptions based upon one piece of information alone. Observe all aspects of the home and the prospect. Tie all of these observations together into an overall picture, or

understanding, of the situation of the prospect.

If all the signs point to lower income, coupled with no interest in technology, consider approaching them with a simpler and lower-priced system. If a system is out of their price range, or beyond their understanding, their answer will be no. Match the system to the prospect. Ask, listen, comprehend, get a feel for their point of view and preference, and customize.

**Family:** The alarm system will affect every member of the family. Why is it important that you know the family makeup (how many, ages, etc.) before proposing a system? One family member can kill the sale. If there are children who will be coming and going on their own, you must provide a simple arm/disarm method for them to use. If there are elderly or handicapped members of the family who may move more slowly, you need to propose a system that offers extended time delays, as well as simplicity of use.

Keep in mind that almost every prospect is considering this system for the "Peace of Mind" of their family. If any single member of the family perceives that the alarm system is going to be disruptive, a nuisance, or not usable by one family member, they may decide to live without this level of security when they don't have to. Building a system around their needs, rather than selling a standard package, makes for increased sales.

**Needs:** It is your responsibility as a security sales professional to find out about the customer's needs. Beyond responsibility, it will eliminate problems and save you money, if not make more money for you at the same time. Too many people involved in selling still think it is the job of a salesman to talk, when it is not. The main and most important selling tool a salesperson has is a question. *Prospects and customers often don't know what you need to know to serve them; often they don't know what monitored alarm systems can do.* Asking the question, listening to the answer, explaining the appropriate feature, and selling the benefit is the process that works. You lose when you don't follow these rules. Example?

You start to get daily false alarms from one subscriber, night and day, and you call to find out why. You discover that your subscriber's father has come to visit for the summer, and he walks with a cane and has some other health

*Continued on page 86*



## Abby System's Video Course

Abby System of Alarm Repair is pleased to announce that they are ready for their plan of national expansion. This course which is comprised of a series of videotapes allows the locksmith to "attend school" at any time of the day or night they choose to watch. It is an in-depth course on how to repair alarm systems. Only one tape at a time is purchased and at the end of each "class" is an exam which, if you choose, can be mailed to Abby and it will be corrected. Then you are ready for the next course.

Circle 288 on Rapid Reply

## Argus Security International Inc.

Argus Security International proudly introduces the Argus 2000 Auto Security System. The Argus 2000 incorporates two tiny three button multi-functional remote control transmitters.

Besides monitoring the doors, trunks, hood and glass against vandals, the Argus 2000 is capable of disabling the starter circuit, flashing the parking lights, locking and unlocking the doors, operating the windows, opening the trunk, starting the vehicle, controlling the garage door opener and more.



Circle 289 on Rapid Reply

## AutoPage Debuts "Kosmos"

Auto Page, Inc., is very pleased to announce the introduction of KOSMOS (RF/61B), a new vehicle security system. Auto-Page's sophisticated technology has made KOSMOS simple for installers and users.

It comes with two extended range multi-channel transmitters, built-in remote panic control, flashing LED, and the sophisticated SIS glass, shock and motion sensor, which triggers the alarm at any attempted break-in.



Circle 290 on Rapid Reply

## Black Widow's Series 2000

The Black Widow Series 2000 is a multi-function, remote control auto security system equipped with two dual-button, 100-foot range transmitters. The second button has a variable time output which can be used to open a garage door, activate power door-locks, or interface with a remote starter, etc. The unit also has a panic feature, visual/audible status reporting, 360-degree window and shock sensor, passive/ active arming with a 60 second re-arm timer, entry violation memory, and manual override.



Circle 291 on Rapid Reply

## Awarded CES Honor

Code-Alarm has announced that the company received the Innovations '90 Design & Engineering award for Intercept, at the 1990 International Summer Consumer Electronic Show. The Product is now available in Detroit through selected Code-Alarm dealers.

Intercept is the first vehicle recovery system to offer a complete security package, including a premium remote alarm and remote engine shut down.



Circle 310 on Rapid Reply

## Crimestopper's Convenientstart™

The Crimestopper CS790MX is a remote convenience system for those who do not need an alarm system, or whose vehicle is already alarm-equipped with other than an expansion-ready MX system (such as an OEM alarm).

Designed for convenience and safety, the CS790MX provides one-touch engine starting, power door lock operation, electric trunk release activation, and interior dome light illumination, all by RF remote control. The system includes a 2-button Stiletto MX transmitter.



Circle 311 on Rapid Reply

## Detec's New Security System

Detec Security Systems, Inc. is introducing a retail "do-it-yourself" security system designed for home or office. This system can be wireless, hardwired or may have a combination of both and is a regular built-in-the-wall type found in the more expensive and complex security systems.

The system uses electronic technology that has been proven for many years and not microcomputer based technology that is complex and confusing to the customer.

It was designed with a color to number installation procedure and all components simply plug-in.



Circle 312 on Rapid Reply

## Harrison's Pager Alarm

Harrison Electronics 9121 Pager Alarm signals instantly if vehicle security is violated. You have a choice of alerts: "silent" pager only, pager and car horn, or pager and siren. The system arms automatically when the engine is turned off.

The built-in piezo sensor detects violations on vehicle body and attempts to break glass. If the system is triggered, the vehicle's automatic antenna is raised for increased range. The antenna retracts when the 9121 resets.



Circle 313 on Rapid Reply



## C & A Control's Startguard

Startguard is a remote auto security system from C&A Control Systems, Inc. that combines the luxury of a remote starter with the security of a passive alarm.

Startguard starts up a vehicle's engine by remote control from up to 300' away, and it automatically activates all preset accessories to preheat or precool the vehicle's interior.

Customized anti-theft security features include continuous starter kill, automatic alarm trip, dual disarm sequence, and optional alarm hookup.



Circle 292 on Rapid Reply

## Colorado Car's Deposit Box

Colorado Car Safe Co. offers Car-Safe, a safe deposit box for valuables carried in automobiles. Car-Safe has a unique, low profile design and installs inconspicuously under the vehicles' seat or in the trunk, in the home or any location that may require dependable security.

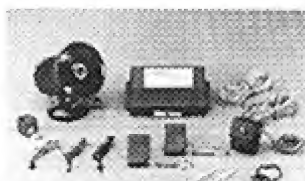
Car-Safe is available in a standard and industrial series. The industrial series is available in two sizes. The larger Car-Safe can accommodate at least two large items such as a removable radio and portable telephone.



Circle 293 on Rapid Reply

## Crimestopper's Samurai™

Crimestopper's CS8805 is the latest in the Samurai™ series of remote control vehicle alarm systems. In addition to power door lock and unlock outputs, 10-amp flashing-lights output, starter disable, passive last-door arming, and triple-protection zone diagnostics, the limited-lifetime-warranty system features switchable remote panic/remote trunk release. When in panic configuration, the trunk release wire becomes a dome light illumination wire.



Circle 294 on Rapid Reply

## Code Alarm's New Transmitters

Code Alarm is introducing a new line of colorful designer transmitters. They are the first in the industry to offer the vehicle security customer their choice of colorful transmitters, buttons, and designer labels.

Code Alarm sees vehicle security as more than just an alarm. Their advanced security systems not only protect vehicles, but offer the consumer a large variety of convenience features.

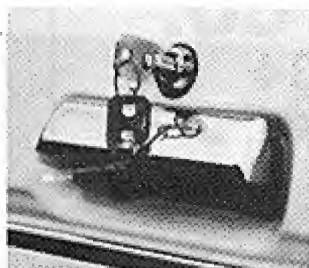


Circle 295 on Rapid Reply

## Doyle Tailgate Locks

Doyle Tailgate Lock Division has introduced their line of "Lock It Up" tailgate locks for most full size and down size domestic and import trucks.

Doyle's original HDB Tailgate Lock locks and secures your truck's tailgate while still allowing the tailgate to be opened and closed without unlocking the lock. The deluxe LHL Tailgate Lock completely locks the tailgate shut in the closed position to prevent the theft of both the tailgate and the cargo inside.

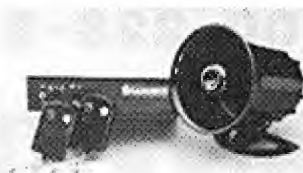


Circle 296 on Rapid Reply

## Harrison's Security System

Harrison Electronics new HE-500SD comes packaged with 2 two-button transmitters. The system includes the "most requested" convenience features: remote arm/disarm, remote door lock/unlock, remote trunk release, remote panic and second vehicle operation.

The HE-500SD has a built-in electronic shock sensor with sensitivity adjustment, a starter kill, LED and chirp status indicators and 126 dB siren. Chirp disable included. An on-board flasher flashes the parking lights as the alarm is sounding as well as when arming and disarming.



Circle 297 on Rapid Reply

## Kryptonite's Cable Locks

Kryptonite offers the 8000 Series heavy-duty cable locks.

These cables combine over 200 strands of tempered steel cable wrapped around a tough inner core, resulting in 15,000 pounds of pull strength. Each cable lock is made with the high-security Ace II® tubular locking mechanism, a super thick steel lock housing and swivel locking heads.



Circle 298 on Rapid Reply

## Lock-It's Steering Lock

The new permanent steering column lock from Lock-It, which helps prevent would-be thieves from peeling the steering column, is designed to remain on the column while the vehicle is being driven. In this way it is very convenient to use, since once in place, it need never be removed.

As an alternative, utilizing a special screw with a break-away head provides for permanent installation.

The unit is easy-to-install and comes complete with a heavy-duty lock.



Circle 299 on Rapid Reply



## Optex Wireless Annunciator

A unique and versatile wireless sensing system designed for indoor or outdoor applications is available from Optex (U.S.A.), Inc.

The transmitter/ sensor incorporates a PIR that detects movement, then transmits a R.F. signal to a coded receiver. A selectable, 4-tone chime receiver alerts you of entry at doors or unauthorized areas. The outdoor transmitter/ sensor may be used as a wireless driveway or pool sensor.



Circle 301 on Rapid Reply

## Peterzell's Doorknob Alarm

The Model I Electronic Doorknob Alarm from the Peterzell Company features a 110 decibel output.

The unit hangs on the doorknob of any wood door and offers a full range of sensitivity adjustment that not only eliminate false alarms but also detect lock picking. It even detects an intruder who is wearing gloves. Simply touching the doorknob sets off the alarm.

Model II is suitable for use on a metal door.



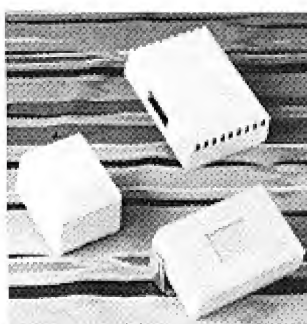
Circle 302 on Rapid Reply

## Rodann's New AV-100 System

Rodann Electronics Mfg. Co. is introducing its newest door alert passive infrared system. The Rodann AV-100 is de-signed to welcome customers or clients with a pleasant sounding chime and prevent unannounced entry.

This unit holds up to four chimes and requires no adjustment or maintenance. The low cost, easily installed above-the-door or side mounted unit is ideal for office or business convenience and protection.

Low cost general purpose Motion Detectors are also available.



Circle 303 on Rapid Reply

## Sierra Offers All-Purpose Alarm

Sierra International, exclusive marketing agent for Potrans International, Inc., consumer products, announces the introduction of the Potrans All-Purpose Alarm Lock.

The All-Purpose Alarm Lock can be used as a regular cable lock, or it can provide extra protection and security by setting a built-in 110 dB alarm that will activate whenever the lock is tampered with.



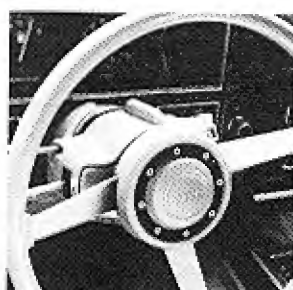
Circle 304 on Rapid Reply

## Steadfast's Column Armor

A permanent steel surrounding for steering columns on GM, Jeep and Chrysler cars and light trucks is available from the Steadfast Corporation.

Widely used by the major rental car companies to foil themselves without inconvenience to the driver, it completely covers the areas of the column where access to the rack system is gained.

Installation is simple and takes less than 15 minutes.



Circle 305 on Rapid Reply

## Tane Offers Stubby Recess

Tane Alarm now offers a middle size recess called the STB-10. This is in between the standard size 3/8" press fit of 1.25"L and the mini 3/8" press fit of .55"L. The STB-10 (short for stubby) is only .75"L. It has a gap of .75".

The main advantages to this unit are its size and gap compared to price.

The STB-10 uses a deactivated rhodium plated reed and comes with a lifetime guarantee.

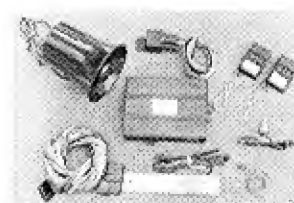


Circle 306 on Rapid Reply

## The Thug Bug 3700 Remote

The Thug Bug TB-3700 is a microprocessor controlled full featured unit which comes equipped with the standard features along with active or passive (last door arming) operation, negative and positive door pin circuits, instant trigger circuit (used for motion, or shock sensors), and dual light flash verification of arm, disarm, and panic. Dual output allows for hookup in vehicles with separate left and right parking light circuits.

Other standard and optional features are also available.



Circle 307 on Rapid Reply

## AutoPage "Ninja" Vehicle Alarm

AutoPage, Inc., a manufacturer of vehicle security and vehicle paging announced the company's latest product, the AutoPage "Ninja."

The unit utilizes a state of the art SIS-5 glass, shock and motion sensor, which gives the highest level of protection, and comes with two extended range multi-channel remote transmitters.

The system has remote panic, a valet switch, emergency override, chirp volume adjustment control, and can be passively or actively armed.



Circle 308 on Rapid Reply



## Silca's Bravo USA

"Shortly after its arrival at my shop the machine was out of the box and on the bench. It survived the hard usage we gave it."



Send your lock and key questions to Jack Roberts, The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107.

by Jack Roberts

The word "bravo" means grand, splendid, well done, etc. and in my review of the Bravo U.S.A. Key Machine from Silca, I set out to see if the name fit this machine's performance.

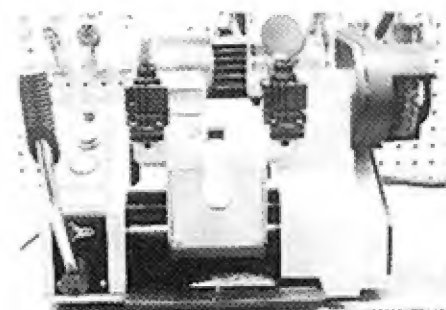
Shortly after it's arrival at my shop, the Bravo U.S.A. was out of the box and on the bench. (See photograph 1.) When reviewing and evaluating a product it is often difficult to know just where to start and the numerous features of the improved Bravo U.S.A. made it even more difficult. Let's view some of them in detail.

Weight is an important factor with any key machine and at a shade under 40 pounds the Bravo U.S.A. is a "hefty guy" with four 7/8 inch rubber feet that will stay where you put it in the shop or service vehicle. Compact, with a bench area of approximately 12 by 13 inches and a horizontal operating area of 18 inches, it fit nicely into our crowded key machine area.

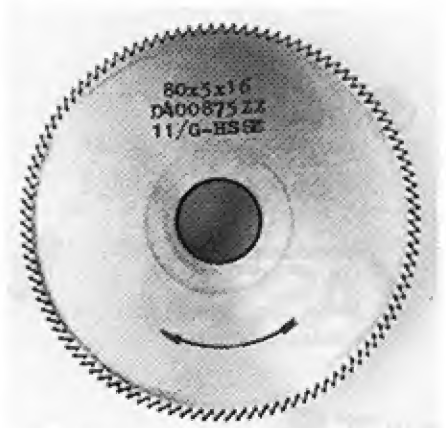
Powered by a single phase 110v, 60 Hz, 1/4 hp, 1750 rpm sealed bearing motor the cutter and brush shaft are driven at a steady 1130 rpm via a single, grooved, neoprene V belt.

This translates to a surface speed of 885 ft/min at the contact area of the cutter and key blank. You can cut a lot of keys in a short period of time with speed like this.

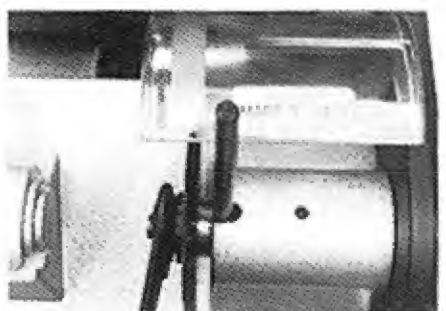
The 3.15" high speed steel cutter (see photograph 2), designed for maximum efficiency and long life, has a clear plastic shield which rotates back and away for cleaning or changing cutters. Changing the cutter or the key brush can be accomplished easily by raising the swing-away transparent



1. Silca's Bravo U.S.A. key machine.

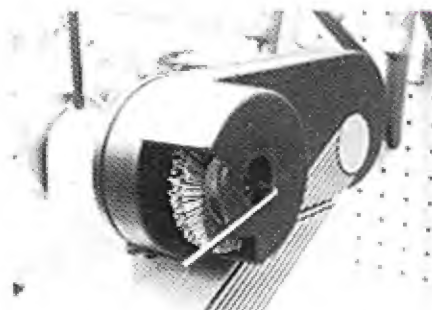


2. High speed steel cutter.

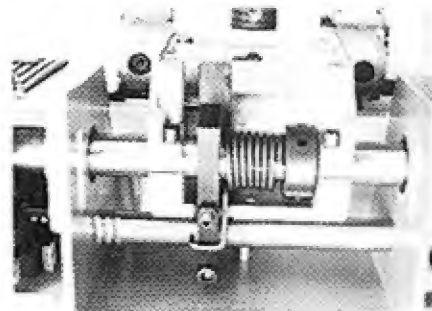


3. Shaft locking bar used to raise shield.

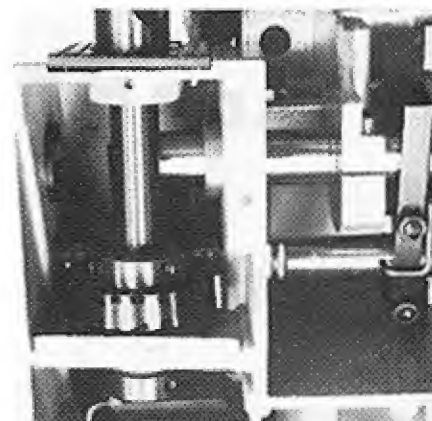
cutter shield and utilizing the shaft locking bar which fits into a cutout in the shaft housing and a hole in the shaft. (See photograph 3.) The 0.74" open end wrench is used to remove the cutter locking nut and the 1/4" hex wrench for the brush screw. (See photograph 4.) The cutter shield, of course, should always be put back into position before



4. Hex wrench for removing brush screw.



5. Dual rods for carriage travel.



6. Rack and pinion gearing.

cutting keys.

The six inch carriage operating lever moves the carriage laterally a full five inches. Long lasting stability for the carriage has been attained through the use of dual or twin rods or shafts for carriage travel which means that the carriage rides on four rather than two

Continued on page 53



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bearing surfaces. (See photograph 5.)

The main shaft measures 13/16" diameter while the control shaft and rack which engages the pinion gear is 3/8" diameter. The design is such that the carriage does not rotate on the main shaft when raised and lowered, as with other rack and pinion type machines, but, rather, the shaft rotates in its bearings on each side of the housing which eliminates any binding action that could occur on the control rod. This is a design innovation that I have not previously seen and one which should prevent wear and rocking of the carriage for many years.

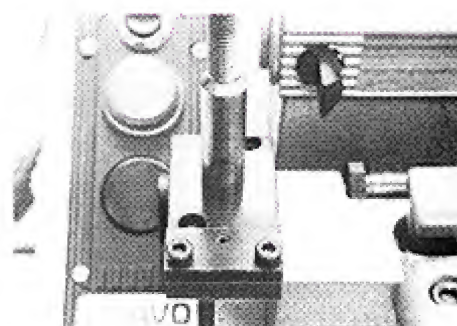
Carriage movement is accomplished by rack and pinion gearing, (see photograph 6), for smooth and easy travel and fast duplication. The carriage handle is designed for comfort and easy control of the carriage when cutting a large number of keys. The carriage release button is conveniently located at the top of the carriage handle for thumb operation, and just ahead of the release button is a thumb operated roller drum for lowering the key gauges. A safety feature of the Bravo U.S.A. is that the carriage cannot be released until the key gauges are lowered.

The carriage is quite broad with a 5-3/4" dimension at its widest point. The mounting surfaces for the key jaws are machined to close tolerances for exact fitting of the jaws mounting plates. (See photograph 7.)

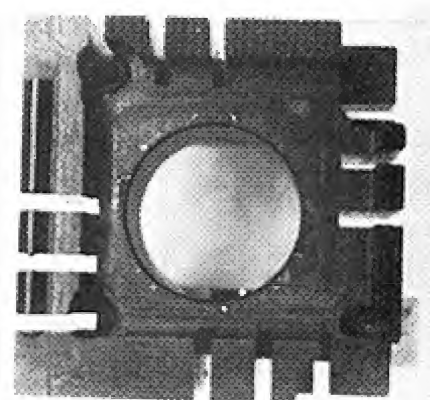
The four position machined key jaws are huge 1-1/2" cubes designed to accommodate single-side, double-side, deep cut, shallow cut, and hard to hold foreign car keys. Cruciform keys can be duplicated by the use of special adaptors which fit into the jaws. The four sides of the top half are labeled A, B, C and D for the various types of keys that may be encountered. I may be nitpicking, but I think that the bottom half of the jaws should be labeled the same as the top half to prevent operator error and possible damage when rotating the jaws.

The serrated gripping edge of the upper jaws at position A and B (see photograph 8) provides maximum grip on flat surfaces with minimum pressure. Maybe I haven't been around long enough but this is another feature that I have never seen on a key machine. Jaws C and D are designed for gripping those double-sided keys which often tilt in the jaws due to the location of the grooving.

For those keys with the groove on



7. Jaws mounting plates.



8. The gripping edge of the upper jaws.

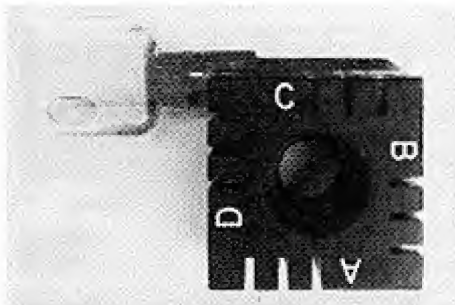
the underside such as Silca YM32R (Ileo X175) jaw C is used. (See photograph 9.) A machined lip on the lower half of the jaw holds these keys



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9. Example of jaw placement for keys grooved on the underside.

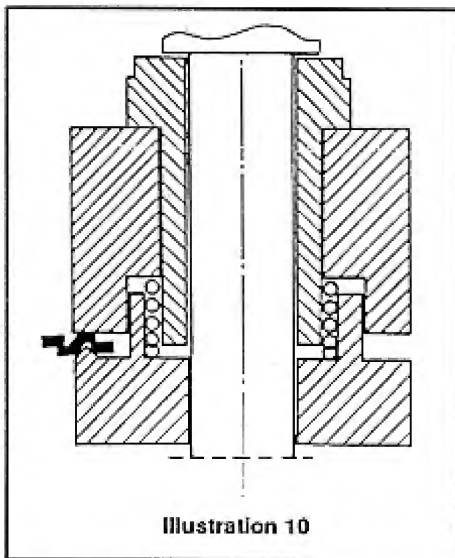


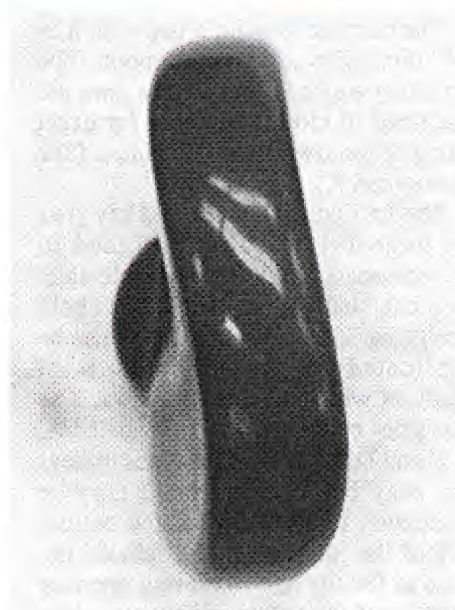
Illustration 10

firmly and accurately. (See illustration 10.) On keys with the groove on the upperside such as Silca GM20 (Ileo X143) jaw D is used. The machined lip is on the upper half of the jaw and likewise holds the keys securely. The machined slots on each side of the jaws permit use of the tip stops when gauging keys with no shoulder.

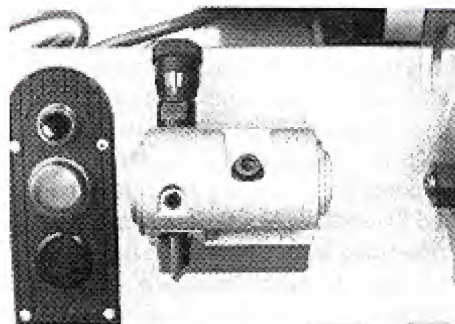
The vise jaw handles are awesome. Measuring 1-11/16" diameter, with a slight geometric twist (see photograph 11), and covered with a bright red resilient vinyl, very light pressure is needed to firmly clamp a key in the vise jaws. In fact, the operating manual cautions against over tightening which could easily be done with such massive handles. Recommended tightening pressure is 28 lb. which can effortlessly be attained even with my arthritic thumb and finger joints.

Any quality key machine has thrust bearings located between the jaws and the jaw handles but Silca has gone a step further by enclosing the bearings in the base of the handle. You can't see them, but they are in there, and of course by being enclosed they are less likely to become contaminated by brass chips and dust from the cutting operation.

The tracer point or stylus is mounted



11. Top view of the vise jaw handle.



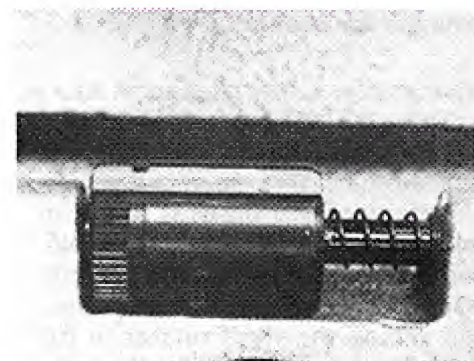
12. The tracer point mounted in its housing.

in a solid support housing and can be adjusted by a micrometer control knob graduated in divisions of 0.002" for quick setting of depth of cut. (See photograph 12.) Also, the tracer point support housing can be moved laterally for space adjustment although it would seem that this would indeed be a rarity. Space adjustment set-up tools are provided in the tool kit.

The main power switch has a built in red light to indicate when power is on, and a microswitch located deep within the internal workings of the Bravo U.S.A. provides power to the motor when the carriage is released.

An individual key brush switch, located just above the main power switch, permits use of the 3-1/4" diameter tynex (abrasive nylon) key brush with the carriage in the lowered position. This arrangement is found on a few other machines and I am not particularly fond of it. I am a two hand brusher and I don't like holding the switch with one hand a key in the other. Moving the carriage to the extreme left and releasing it permits both hands to be free for brushing, although this is not necessarily recommended.

Shoulder to shoulder distance of the



13. Safety feature for engaging the carriage.

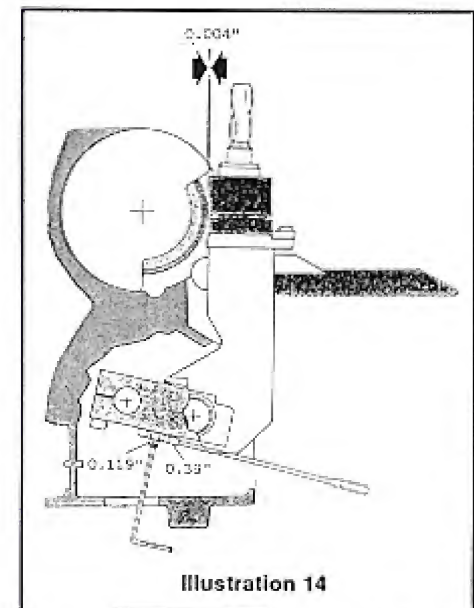


Illustration 14

key gauges, stylus to cutter, left edge to left edge of the jaws and slot to slot is an exact 4-23/32". With this dimension being maintained keys can be gauged from any of four positions for accurate duplication.

The key gauges, with a spring-loaded lateral movement of 9/16", are rotated into and out of position by turning the serrated edge of the gauge drum with thumb pressure. As noted earlier a safety feature of the Bravo U.S.A. prevents the carriage from being released until the gauges are down. A detent in the drum, (see photograph 13) releases a locking pin which engages the carriage release button shaft when the gauges are up. Additionally, the motor will not start until the carriage is released and comes within 1-1/4" of the cutting wheel and stylus.

A feature rarely found on other machines is the ability to adjust the stop position of the carriage in order to maintain an 0.004" clearance between the carriage and the cutter. Cutter to jaw space (0.004") is adjusted by raising the carriage to the up position and removing the front panel of the carriage. (You need to remove four

Continued on page 57



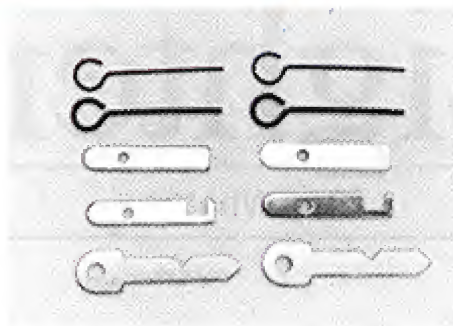
Continued from page 54



15. Removable chip tray.

Phillips head screws.) This provides access to the 0.39" adjustment screw lock nut located on the bottom of the transverse arm. Loosen the nut and make the space adjustment by turning the screw with a 0.119" allen wrench through the access hole in the base plate. (See illustration 14.) The lock nut and adjusting screw can be seen in photograph five.

A strip of office stationary or copy paper is just about the right thickness for this adjustment. Place the strip of paper between the cutter and the jaw and rotate the cutter backwards. When the cutter skims the paper the adjustment is correct and the adjusting screw lock nut is then firmly tightened. Maintaining this adjustment assures



16. Tool kit.

longer life for the cutter and the key jaw.

Two additional features we will mention are the removable chip tray (see photograph 15), which is located in the bottom of the main housing and an 18 piece tool kit. (See photograph 16.) The key cutting accessory tools shown enable accurate duplication of practically all of the single and double-sided paracentric keys in today's market as well as cruciform keys except for the "Y" and "T" profile.

All electronic components including fuses, control board, motor microswitch, capacitor, etc. are easily accessible by removing the seven screws holding the bottom plate to the main frame. (See photograph 17.) Removal of four screws holding the



17. Exposed electronic components.

electronic control board to the chassis renders access to the heavy duty motor capacitor. Spare fuses are provided in the tool kit.

When reviewing and evaluating any product we make every effort to push it to the limits. Key machines, which can be a substantial investment, are often subject to abuse from various operators. We attempted every abusive tactic known, from letting the spring loaded carriage slam to its stop, to plunge cutting on key blanks in our efforts to accurately report on our evaluation. Without using all of the adjectives published in Webster's Dictionary, I'll just say "Bravo" to the Bravo U.S.A.

For more information contact: Silca Key Services, 9049 Dutton Dr., Twinsburg, OH 44087, (216) 487-5454. §



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# The Lighter Side

Say What?



by Sara Probasco

People said the old Timball house was haunted, that strange sounds were heard there in the night, and that Mrs. Timball, who lived there alone, was half crazy. Having lived with me for twelve years, these thoughts held no terrors for Don. Therefore, when he received a call to install deadbolts there, he went without reservation.

"Feel free to come and go as needed," Mrs. Timball told him. "There's no one here but the two of us, so you won't be disturbing a soul."

Don brought in his tools, propped

open the front door, and had just begun to work when a strange woman's voice interrupted him.

"Close the door," she said curtly.

Don glanced around and, seeing no one, continued his work.

"Close the door stupid," the woman said, a little louder.

Pausing again, Don looked outside, as well, but saw no one. "Mrs. Timball? Is that you?" he asked, still looking around for her, "I'm sorry, but I can't close the door until I'm finished doing this."

No one replied.

He waited a moment and, hearing nothing more, resumed installing the deadbolt.

"Close the @#\*!!\* door," shouted the woman.

Just then, Don glanced down the

hallway and saw Mrs. Timball through the windows at the far end of the house. She was outside on the back patio, peacefully watering her flower bed. What was it she had said? "You won't disturb a soul."

He closed the door.

Almost immediately, the voice of a crying child came from outside the door, yet when he opened it, no one was there. He closed it again. Once more, a child's voice wailed plaintively, as if afraid or in pain.

Perhaps the neighbors were right. The short hairs on the back of his neck were beginning to rise.

Stepping out onto the front walk, Don looked around. "Hello?" he called. "Is anyone there?"

The wailing had stopped.

*Continued on page 60*



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*Continued from page 58*

"Close the door, stupid," the woman said again.

The voice seemed to come from a small brick patio adjacent to the front porch. Stepping that way, Don looked around, but could see no one.

"Hello?" he called again.

"Hello, handsome. Close the @#\*!!\* door," the voice repeated.

This time, Don pinpointed the source.

Partly shielded from view by low-hanging branches, a large cage swung gently in one of the trees. Inside it perched a smug, green parrot, peering down at Don. Cocking his head this way and that, he looked at the open door. "Close the door stupid," he chattered. "Close the door."

Don laughed, walking to the door and closing it. The bird began to cry in the voice of a child.

Apparently, talking birds are not uncommon intruders into locksmiths' work in south Texas. Ever mischievous and quick to learn, they seem to enjoy playing tricks on people, and their ability to successfully imitate a wide variety of sounds is truly amazing.

One locksmith told me of hearing the telephone ring when on a job. At first he ignored it, but finally decided to answer in case his shop was trying to reach him. However, when he lifted the receiver, he heard only a dial tone. Assuming the caller had hung up, he returned to his work.

The sound interrupted him again, "Ring...ring...ring..." Laying down his tools, he returned to the telephone, but was greeted by a dial tone again.

After another frustrating trip back and forth, he decided to wait by the telephone, hoping to catch it before the caller hung up, but when he heard the ring that time, he realized it wasn't coming from the telephone, at all.

In a corner of the room, perched in his cage, a cockatoo was cheerily ringing away. (This particular bird also had a knack for imitating the sound of someone blowing his nose with gusto, and he had a laugh that was downright contagious, I am told.)

One locksmithing couple bought a myna bird from a friend and took it to the shop.

"Blackie will be a lot of company for you, a great companion. He's a bundle of laughs," the friend had said.

Although they had been assured that the bird uttered no profanity, the new owners had neglected to ask about other

bad habits.

Before anyone had a chance to grow accustomed to the bird's presence, the locksmith was in the dog house. Whenever he accepted folded money from a customer and rang open the cash register, the bird would cry, "That's counterfeit!" and when an attractive woman entered the shop, the myna would whistle appreciatively.

"Don't look at me. It was the bird," explained the locksmith more than once to skeptical customers and to his wife.

But the thing that got the bird into the most trouble was his habit of shouting, "Highway robbery!" each time he heard the locksmith quote a price to a customer.

I don't think parrots are on the endangered species list, but I know that myna bird came close to extinction on numerous occasions.

They tried moving him to the back of the room, but the customers only wondered who was the back there, shouting these things, so they moved his cage to the front counter, where all could see who was creating the ruckus. Nothing helped. No one would believe it was not the locksmith who had taught the bird those things.

Finally, the locksmith decided to "make lemonade." Recognizing that the black bird imitated much of what was said around him and seemed to remember and respond to things that were repeated within his hearing, the locksmith decided to teach Blackie the names of his suppliers and their respective telephone numbers.

Several times a day, he would read out each name and number, and the bird would repeat them. After several days of this, the locksmith began calling out just the names.

The myna bird would repeat the name and give the telephone number, just as he had been taught. He was never wrong.

"Aha!" the locksmith chuckled, rubbing his hands together in glee. "Blackie, I knew you had to be good for something."

That very day, he began teaching his bird all the little, nit-picky information that he tended to forget when he needed it.

Blackie rose to the occasion.

"First National Bank," the locksmith would say, and the bird would chatter back the telephone number for him to dial.

"Wife's ring size," the locksmith would say.

*Continued on page 87*



# Meilink Safe Opening

"The call you will get is from an excited customer stating that he has to get the safe open immediately, and the handle just spins."



by Dale Libby

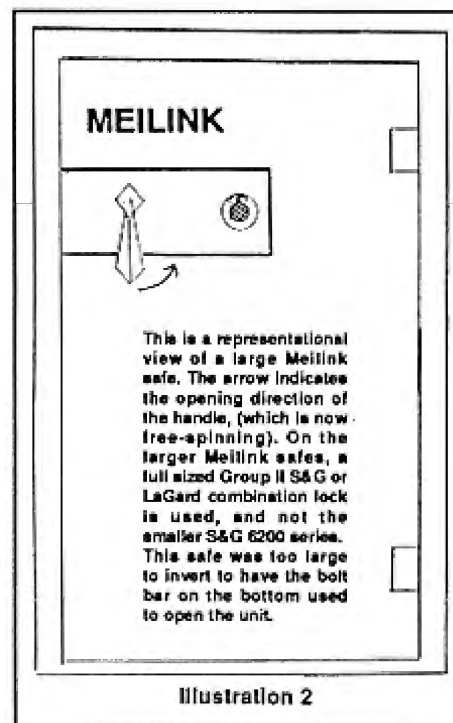
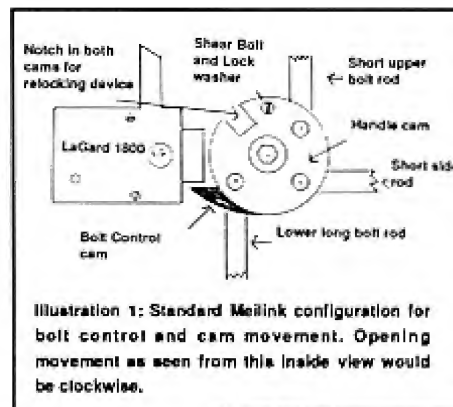
When working on certain safes and money chests, we sometimes have a recurring problem or service situation. This can be due to a defect in the manufacturing or the servicing (and non-servicing) of the safe unit. One of the common problems is the loss of the shear (brass) screw in Meilink handle cam and bolt cam arrangements on older Meilink safes.

The call that you will get is from an excited customer stating that he has to get the safe open immediately, and the opening handle just spins and spins, and will not open the safe. Upon further questioning, it is determined that the safe combination is working correctly and stops on the last number (the "STOP" position). If the customer informs you that the safe is made by Meilink, the solution becomes apparent.

Meilink uses a double cam arrangement in their fire safes. (See *Illustration 1*.) The first cam is the handle cam which fits over the spindle of the opening handle. The second cam is the actual bolt cam which is blocked by the bolt of the combination lock and retracts and extends the four active bolts.

The handle cam and the bolt cam are connected in a variety of ways, all of which serve a common security design. The cams are secured to each other with a "shear" type connector which will break (shear) with excess pressure or pounding on the opening handle (usually with a large hammer). This is an excellent feature both for security and servicing.

The early Meilink safes used a brass screw and lock washer to secure the cams together. On later safes, I have



seen a rivet and washer system used to link the cams together. The benefit of the rivet system is that the rivet cannot become loose and unscrew itself when the safe is being used. The benefit to the safe "Dialatician" is that this brass screw "can" become loose and unscrew, causing a customer lockout.

To open the smaller style Meilink safes, the weight and length of the lower vertical lock bolt and connecting bar can be used to automatically open the locked unit. The Meilink safes share

a common arrangement of bolt attachment to the bolt (locking) cam.

If we consider the cam to be the dial of a clock, then the cam arrangement (as seen from the front of the safe) can be viewed x-ray style: 1.) Top bolt is connected at 10 o'clock. 2.) The side bolts are connected at 2 and 7 o'clock. 3.) The bottom vertical bolt is connected at 5 o'clock.

Locks on all Meilink safes tend to be mounted in the upper third of the door. The top bolt, and the left side bolt on the opening side of the door are the shortest bolts. The right sided (hinge side) bolt and the lower vertical bolt are the longest.

The easiest way to open an insulated small safe on which the handle and opening cam have sheared is to invert the safe door after the combination has been dialed and keep the dial at the "Stop/Open" position. With the safe upside down, rap the door gently which should cause the long rod to turn and rotate the opening cam by gravity and withdraw the other three bolts. Rattle the door slightly when doing this.

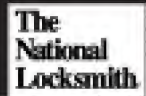
Once the door opens slightly, re-invert the safe and open the door. If you open the door too far when the safe is in the inverted position, the door will fall off the hinges and conceivably smash your fingers or toes. Be careful.

Once the door is open, the cams can be repaired in several ways: 1) The brass screw can be reused if it is not already stripped in addition to the lock washer. 2) A new screw and washer can be used. 3) I like to pop-rivet the cam with an aluminum rivet in addition to using the cam plate screw, for extra life of the cam plate arrangement.

All things considered, these are well known servicing procedures and I have used them with great success. On the Meilink safe that I was recently called on to open for the sheared cam problem, I thought I would invert the safe. The Meilink I met was a monster.

*Continued on page 64*





Continued from page 62

I do not get to work on commercial grade Meilinks too often. It stood 4-1/2 feet high by 2 feet wide and 2 feet deep. Needless to say, the unit was too big and heavy to invert. Even if I could, the space in the office was too narrow. (See illustration 2.)

The solution to this problem is quite simple. Just drill for the upper lock bolt rod and push it down. Where is it? How do we find it if we do not have measurements? This is what I had to figure out. I probably have the measurements somewhere in my truck files, but I wanted to find that bolt myself.

I drew a line up to the top of the safe from the center of the spinning bolt handle. Once I had this location placed, I drew a line about one inch to the left of this line. I figured this out from the standard Meilink bolt pattern. The upward vertical bolt rod attaches to the opening cam to the left as viewed from the front of the safe on a right hinged door. It must be to the left, but I had no idea how far was I to go back. The thickness of the door was, anyone's guess.

I surmised that the door bolt was at

least two inches back, so that is where I drilled my 3/16 inch hole. I penetrated the top layer, the insulation layer, and the inner bolt cavity layer, about 2-1/2 inches in total with my battery powered Makita drill. I hit air. I slipped my borescope in the hole and was pleasantly surprised to find that I was almost right on the bolt, only 1/4 inch too close to the front of the safe.

Using the same outside hole, I angled my drill bit about 25 degrees towards the inside of the safe, and when I broke through the inner layer, the bit itself pushed down on the upper locking rod enough to open the safe.

I repaired the outer skin with a pop rivet, and used a new brass screw (10/32) to secure the cam plates together. In addition, I did add an aluminum 3/16 inch pop rivet to secure the cam plates together.

The safe was now repaired. I thought I was done. The customer then asked me to change the safe combination, and I refused. I stated that I could only do the combination change if one special condition was met: "Buy a new lock and have it installed by me." More on that another time.

When servicing Meilink safes that use a screw connector between the cam

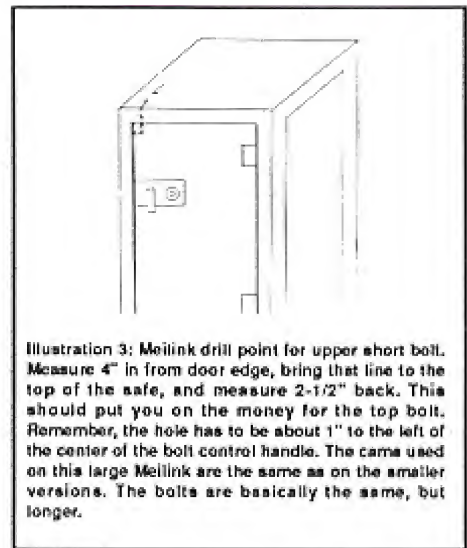


Illustration 3: Meilink drill point for upper short bolt. Measure 4" in from door edge, bring that line to the top of the safe, and measure 2-1/2" back. This should put you on the money for the top bolt. Remember, the hole has to be about 1" to the left of the center of the bolt control handle. The cam used on this large Meilink are the same as on the smaller versions. The bolts are basically the same, but longer.

plates check to see that it is tight. This should be standard procedure when changing combinations, including inspecting the lock and tightening the screws that secure the combination lock to the safe door on all safes.

Yes, the correct measurements for drilling for the top bolt bar are 4 inches in from the left top side of the door (not the outside edge!) and 2-1/2 inches back. (See illustration 3.) Remember, use the door edge for the measurements, and not the outer edge of the safe body. Open and Prosper! §



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# Beginner's Corner

## Getting Along With People



by Eugene Gentry

**O**ne important matter in any business, whether it's a locksmith business or any other, is getting along with people. Locksmithing is a service type business. The better service you give to people and the better you can get along with them, the more repeat business you will get and the more money you will make.

A millionaire owner of a department chain store sums up how he gets along with people that trade in his stores. He said, "The customer is always right even if he's wrong." This is probably why he's a millionaire.

It's very hard to hold your tongue when you have a nasty customer, demanding that you come back and take care of something that he claims you did not do right. That reminds me of a job that I did for a customer where I adjusted and lubricated an entry door latch that had been binding. When I tested it everything seemed to be in working order. A week later the man called to tell me that the lock on the door was not working.

He said, "You must have done something to cause it not to work. There won't be any charge will there?" He didn't say it quite this nicely, but I didn't argue with him. I told him I would take care of it, and would be out in the afternoon.

I went out, took the entry knob apart and saw that it was so worn that the inside lock turn knob only worked part of the time. I informed him the whole mechanism was so worn from use and age, and that he would need a new lockset. He had another door lock that was acting up, and it was in the same condition. From that return call I sold him two entry locksets, installed, plus he had me adjust a pneumatic door closure on a screen door. I added a little

extra on the bill to cover the service call. He was happy and I was happy, but if I had argued with him I probably would have lost his business forever.

**Diplomacy is the main factor** in getting along with people. Fred Jackson told me how he stayed out of trouble. He is a maintenance man at the Villa Sierra Madre condominiums, and he was using some red traffic paint to paint the fire curbs. As he was getting the paint out of his truck, he accidentally dropped the open partially filled can of red paint, and it splashed on the side and tire of a car parked close by. He rushed to get a rag and got the paint off the side, but it would not come off the tire. There was nothing more he could do.

The next day he was painting again, and the owner of the car came out and asked if he was the one who had splashed the paint. Fred said he was. The man, in an I'm-going-to-sue-you attitude, said, "What are you going to do about it?" Fred said, "What do you want me to do about it?" The man said, "I want it cleaned off." Fred said that he would take care of it. He would get some paint thinner from home and

customer. Instead of letting them rant and rave, ask them, "What, exactly, do you want me to do about it?" Once you find what they actually want done it's easy to take care of it, and it is usually less than you might have expected. A little negotiating might cut the damage a little more and save another trip. Many times you will find that people just want to complain, but when you get down to the nitty gritty they really don't want anything done...they just want to complain.

**Bill Gurley, a mail carrier** with the Post Office, tells me that occasionally he is confronted by an irate patron who is complaining of a mis-delivered piece of mail. He says that he can usually take care of the complaint by apologizing and telling them that he will see that it doesn't happen again. Nine times out of ten he gets the people to apologize to him after he points out they don't have a number on their house, or that he was distracted when their dog tried to bite him.

**Dale Carnegie's book, "How to Win Friends and Influence People,"** offers good advice on how to get along with people. It has been a number of

---

"The customer was happy and I was happy, but if I had argued with him, I probably would have lost his business forever."

---

clean the tire off. This diplomacy seemed to satisfy the angry man, because then he said, "That will be fine, in fact if you leave the paint thinner by my door, I will clean the paint off."

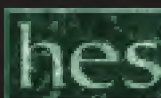
So the diplomacy saved Fred's neck. Had he argued, or become angry, the man would probably have called the management, and Fred might have lost his job.

This same approach can be used in your locksmith business with an irate

years since I read the book but two things that I remember and try to use when dealing with people are smile, and the proverb, "You can attract more flies with honey than you can with vinegar."

If you can keep your temper under control, use a little humility and a little diplomacy you should do a good job in getting along with people. And in a service business like locksmithing, getting along better with people means more money in your pocket. §





# Four Wheel Manipulation

"Here are the step by step procedures needed for a standard manipulation of a four wheel pack. A previous knowledge of manipulation must apply."



by Don O'Shall

One of the weaknesses most safemen have in manipulation is the four wheel pack. One way to accomplish it, of course, is to manipulate the lock as though it were a standard lock until two of the numbers are known, and then manipulate for either of the two remaining wheels to indicate, but this can be a long, drawn out procedure.

To assist in a more orderly fashion, here are the step-by-step procedures needed for a standard manipulation of a four wheel pack. These procedures were developed and tested by the Institutional Locksmith Association with the assistance and technical support of training specialists for this particular subject consisting of Edwin Greene (formerly Chief instructor, National School of Locksmithing and Alarms), Drew Lawrence (formerly Port Authority Locksmith/World Trade Center) and myself. Obviously, a previous knowledge of safe lock manipulation is a must to apply these techniques.

A "spring fence lock" was used to develop the procedures, but with only slight modification, they can be applied to almost any type of four wheel pack other than the friction fence lock (which is covered in depth in *The National Locksmith Guide to Manipulation*).

The description begins with a condition, such as whether any wheels are known, and if so, which ones. Once you select the condition that describes the situation, the appropriate Set-up, Dialing and Test procedures will appear just below it. For example, when you begin manipulation, you typically do not know any of the numbers, so the condition is "No Numbers Known." Once you have performed the full sequence, you should know one of the numbers and which number in the combination that it is.

Then you would "jump" past the following procedures to the procedure under the condition that now exists, which would be either "First Number Known," "Second Number Known," "Third Number Known" or "Fourth Number Known," depending on which wheel had indicated during the test procedure.

Under each "Condition" is the "Set-Up" procedure, which you would dial just one time to set up all the wheels in place. After that you would dial only the "Dialing Procedure," which you would repeat until you have hit all the numbers you are using in one full turn of the dial. These numbers that you are running the procedure on are referred to as "Graph Numbers," since they are the numbers that you will be

plotting on your graph.

When dialing to the Left (Counter-clockwise) to the Graph number, each new Graph Number will be larger by the set increment (or step) you are using (typically every second or third number apart), and the procedure will show a reminder that the numbers are "Increasing." When you are dialing to the Right (Clockwise) to the Graph Number, each new Graph number will be a number smaller than the previous Graph Number by the amount of your step or increment (once again typically two or three numbers apart), and the procedure will show a reminder that the numbers are "Decreasing."

Once you have gone to each new Graph Number around one full turn of the dial, you will typically have a number or numbers that look possible, and which you will test not only directly, but also by one number away to get your best reading and to find out which wheel they appear to be on. How far from the number you begin the test will vary on individual preference, but typically a test is run from five numbers before the graph number to five numbers after the graph number, just to be certain of getting the right number.

The "Test" procedures (one for each wheel to be tested) are repeated for each number in the range to be tested, and on the completion of the series of tests, you should be ready for a new "Condition." Depending on the results of the test, you will "jump" to the condition that best describes the results of the test.

By the way, the "X" in charts refers to the number of "times" that you will make a full turn of the dial in the indicated direction to the number indicated following it.

The contact area is the area at which the fence contacts the two sides of the opening in the drive wheel. We take a "reading" of the exact location of these contact points, and use these to plot the graph that will indicate our combination numbers to us.

All of these procedures should be familiar to anyone who does manipulation of a standard safe lock, but the terminology may differ slightly, depending on where you studied it initially.

## Condition: No numbers known

Set-Up: 5 X right to zero

1 X left to contact area and read

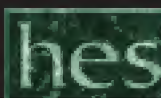
Dialing: 1 X right to graph number (decreasing)

1 X left to contact area and read

The above procedure shows first the conditions under which we apply this technique...when we don't know any of the numbers, as is usually the case in the first approach to manipulating a particular safe lock. Then it shows the set-up procedure, which need only be done once, to get everything in position. Finally, it shows the dialing sequence, which we repeat for each new graph number around the dial, regardless

*Continued on page 70*





Continued from page 68

of the step we have chosen (1,2,2-1/2,3, etc.). At each contact area, we will pause in the area and take readings of our contact points. For the remainder of these procedures, we will use a shorthand listing for this. Instead of writing out "Contact Area And Read," we will simply write "C," but the meaning will be the same.

To test the above procedure findings, we have four procedures:

To test "true" reading:

For wheel one:

5 X right to test

4 X left to true

1 X right to c

For wheel two:

5 X right to true

4 X left to test

3 X right to true

1 X left to c

For wheel three:

5 X right to true

3 X left to test

2 X right to true

1 X left to c

For wheel four:

5 X right to true

2 X left to test

1 X right to c

Obviously, after the above set of tests we should have one of the wheels known, and we would start our second procedure, based on that condition.

#### Condition: wheel one known

Set-up: 5 X right to known #1

4 X left to graph number (increasing)

1 X right to c

Dialing: 1 X left to graph number (increasing)

1 X right to c

To test "true" readings:

Wheel two:

5 X right to known #1

4 X left to test

3 X right to true

1 X left to c

Wheel three:

5 X right to known #1

4 X left to true

3 X right to test

2 X left to true

1 X right to c

Wheel four:

5 X right to known #1

4 X left true

2 X right to test

1 X left to c

Jump to appropriate condition following test.

#### Condition: Wheel two known

Set-up: 5 X right to known #2

3 X left to graph number (increasing)

1 X right to c

Dialing: 1 X left to graph number (increasing)

1 X right to c

To test "true" number:

Wheel three:

5 X right to known #2

3 X left to test

2 X right to true

1 X left to c

Wheel four:

5 X right to known #2

3 X left to true

2 X right to test

1 X left to c

Jump to appropriate condition

#### Condition: Wheel three known

Set-up: 5 X right to known #3

2 X left to graph number (increasing)

1 X right to c

Dialing: 1 X left to graph number (increasing)

1 X right to c

Test procedure: None - only wheel four can indicate

Jump to appropriate condition.

#### Condition: Wheel four known

Set-up: 5 X right to graph number (decreasing)

2 X left to known #4

1 X right to c

Dialing: 3 X right to graph number (decreasing)

2 X left to known #4

1 X right to c

To test "true" number:

Wheel one:

5 X right to test

4 X left to true

2 X right to known #4

1 X left to c

Wheel two:

5 X right to true

4 X left to test

3 X right to true

2 X left to known #4

1 X right to c

Wheel three:

5 X right to true

3 X left to test

2 X right to known #4

1 X left to c

Jump to appropriate condition.

#### Condition: Wheels one and two known

Set-up: 5 X right to known #1

4 X left to known #2

3 X right to graph number (decreasing)

1 X left to c

Dialing: 1 X right to graph number (decreasing)

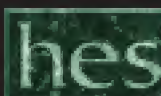
1 X left to c

To test "true" number:

Wheel three:

Continued on page 78





Continued from page 70

5 X right to known #1  
4 X left to known #2  
3 X right to test  
2 X left to true  
1 X right to c

Wheel four:

5 X right to known #1  
4 X left to known #2  
3 X right to true  
2 X left to test  
1 X right to c

Jump to appropriate condition.

#### Condition: Wheels one and three known

Set-up: 5 X right to known #1  
3 X left to known #3  
2 X right to graph number (decreasing)  
1 X left to c

Dialing: 1 X right to graph number (decreasing)  
1 X left to c

Test procedure: None — Only wheel four can indicate.  
Jump to appropriate condition.

#### Condition: Wheels one and four known

Set-up: 5 X right to known #1  
4 X left to graph number (increasing)  
2 X right to known #4  
1 X left to c

Dialing: 3 X left to graph number (increasing)  
2 X right to known #4  
1 X left to c

To test "true" number:

Wheel two:

5 X right to known #1  
4 X left to test  
3 X right to true  
2 X left to known #4  
1 X right to c

Wheel three:

5 X right to known #1  
4 X left to true  
3 X right to test  
2 X left to known #4  
1 X right to c

Jump to appropriate condition.

#### Condition: Wheels two and three known

Set-up: 5 X right to known #2  
3 X left to known #3  
2 X right to graph number (decreasing)  
1 X left to c

Dialing: 1 X right to graph number (decreasing)  
1 X left to c

Test procedure: None—only wheel four can indicate  
Jump to appropriate condition.

#### Condition: Wheels two and four known

Set-up: 5 X right to known #2  
3 X left to graph number (decreasing from #2)  
2 X right to known #4  
1 X left to c

Dialing: 3 X left to graph number (decreasing)  
2 X right to known #4  
1 X left to c

Test procedure: None—Only wheel three can indicate  
Jump to appropriate condition.

#### Condition: Wheels three and four known

Set-up: 5 X right to graph number (decreasing from #3)  
3 X left to known #3  
2 X right to known #4  
1 X left to c

Dialing: same as set-up—graph numbers decreasing

To test "true" number:

Wheel one:

5 X right to test  
4 X left to true  
3 X right to known #3  
2 X left to known #4  
1 X right to c

Wheel two:

5 X right to true  
4 X left to test  
3 X right to known #3  
2 X left to known #4  
1 X right to c

Jump to appropriate condition.

#### Condition: Wheels two, three and four known

Set-up: None

Dialing: Full Dialing sequence -

5 X right to graph number (decreasing)  
4 X left to known #2  
3 X right to known #3  
2 X left to known #4  
1 X right to c and attempt to open

Test procedure: None-Safe should be open

#### Condition: Wheels one, two and three known

Set-up: 5 X right to known #1  
4 X left to known #2  
3 X right to known #3  
2 X left to graph number (increasing from #3)  
1 X right to c and attempt to open.

Dialing: 1 X left to graph number (increasing)  
1 X right to c and attempt to open

Test procedure: None-Safe should be open

#### Condition: Wheels one, two and four known

Set-up: 5 X right to known #1  
4 X left to known #2  
3 X right to graph number (decreasing from #2)  
2 X left to known #4  
1 X right to c and attempt to open

Dialing: 2 X right to graph number (decreasing)  
2 X left to known #4

1 X right to c and attempt to open

Test procedure: None-Safe should be open

#### Condition: Wheels one, three and four known

Set-up: 5 X right to known #1  
4 X left to graph number (increasing from #1)  
3 X right to known #3  
2 X left to known #4

Continued on page 87



# Shop Talk

Helpful Questions and Answers

Written by *all* of the following authors: Dale Libby, Robert Sieveking, Dave McOmie, Shirl Schamp, Don O'Shall, and Jack Roberts.

Shop Talk answers readers questions on any locksmith related topic. Only letters judged to be of general interest will be published. We regret that we cannot answer individual letters. Because of the volume of mail, only those questions answered in the magazine will receive answers. Send your locksmith questions to Shop Talk: The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107.

*Q: A customer brought in an old safe, recently repainted, and asked me to open it. The combination is Yale and*

*there is evidence that the door had been drilled and filled at three spots near the combination.*

*The safe is 30" wide, 24" high, and has the numbers 12534 stamped near the top of the door. Both the front legs and the back legs have the name Herring on one leg and the name "Farrel" on the other leg, and both words are followed by a squiggly configuration that looks like an "S".*

*The back of the safe has large screw-heads flat and flush, three across the top and bottom, with 4 screws on each side of the back. These are slot type screws about 3/4 inch in diameter. I would appreciate some clues on how to approach opening this safe. Thank you.*

Berkley Ruiz  
Georgia

A: It sounds like you have quite an old type safe or possibly money chest on your hands. The screw type assembly was quite common on money chests before the turn of the century prior to the advent of gas or electric arc welding. These chests were actually laminated together, the screw heads filed flat and filled with a lead type substance, and then painted. One way to discover their location was to run a small torch over the painted surfaces of the locked unit, and the screw heads would turn a darker color.

Taking out these screws will prove a

*Continued on page 84*

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Continued from page 82

bothersome and worthless task, so do not try. (They have to be chiseled out at best). Sometimes these steel plates that are laminated together are hardened like hardplate, and they will alternate between soft and hard steel layers.

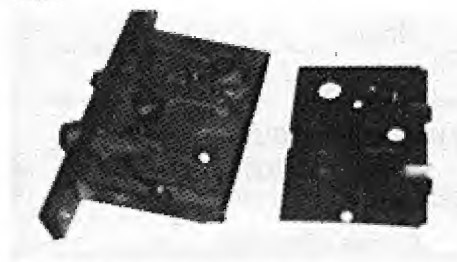
The way I would attack this unit would be to put pressure on the handle, if it has one, and see if the dial binds up. If it does, then the unit had a direct drive type lock in it. If not, then my guess would be a Yale OB type lock, with the drop-in at 6 o'clock.

Look to see where the holes have been drilled. Chances are that it will be easier to drill through a repaired hole in the door than the door itself depending on how the safe or chest was repaired. On most of the old safes, there are only three places in which to drill: either at 6, 9, or 12 o'clock. You can drill for a direct read, or drill and transfer the numbers to the drop-in.

When working on older unfamiliar safes, it is necessary to have good drills and optical instruments. If you plan to make safecracking a lifelong occupation, be advised that good tools are a necessity, and make opening safes much, much easier.

\*\*\*\*\*

*Q: I would like to know where I could get key blanks to fit the old locks shown in photograph one. "Russwin, 1890 REO USA" is printed on the lock case.*



1. Locks in need of key blanks.

*These two locks are in excellent condition. I have had problems with old locks for several months now. If you have any information please let me know.*

Doug Vogel  
Michigan

A: Yes, Doug, you and the rest of us have problems with old locks now and again, but they are interesting to work on and can bring in a few extra bucks if you are inclined to work on them.

If you will look closely at the REO

which you mention you will see that the letters are somewhat encircled with a "C". This was the logo for the Russell and Erwin Co. in the late 1800's, which became the Russwin Co. by combining the two names. Your photo is a bit fuzzy and although you show the interior mechanism you have not given me a view of the cylinder or the keyway, nor do you mention the method of securing the cylinder.

I believe that this is a wafer type cylinder that does not screw into the case but is held in place by a set screw. If you will be so kind as to send additional information on the cylinder, pin or wafer, diameter, length, how secured, etc. I will be happy to do some further research for you. At this point I will go for a Keil #76 or #77 if it is flat keyway or a Keil #79 if it is corrugated keyway.

Thanks for writing and letting our readers see some of the work that was done by Russell and Erwin.

\*\*\*\*\*

## Letters

Continued from page 11

the hole, pour it in to a cone shape then set. The safe on top should be about 2" above the slab. Place a level on top of the safe and rock it down level with the slab. Let it set a few minutes. (Now is a good time to take your tools out and start clean-up.)

Place the lid on the safe and just dump the concrete on the lid and trowel it down the sides until level, and smooth it off, remove the lid and wash it with a hose and finish the clean-up.

The time elapsed, is about 1-1/2 hours for a C-3 or C-5.

Todd J. Kern  
California

## Technitips

Continued from page 18

tool with the sticky side out, grabbed the rocker release and the back door was open. The rocker release is not obvious when you look at it from the outside, so you need to know how it operates or you will spend a lot of time poking and prodding in the wrong direction. (See illustration 8.)

T.R. Taylor  
Colorado

\*\*\*\*\*

## Osborne

Continued from page 28

problems. He's tripping the alarm at every turn. It turns out that he stays with his son every summer, but you didn't know about that if you didn't ask. Knowing this in advance could save you a call back to change the delays and other features.

"Do you have relatives or other people who come to stay with you at various times of the year? Could you tell me about these?" Training your subscriber to train others, in a situation like this, could also prevent problems.

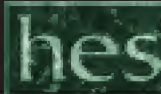
Your customer calls and cancels your monitoring. "Why?" you ask. And your customer tells you that his entire freezer of quality beef spoiled because the freezer broke down. Someone else told him that monitoring it through the security system was a simple affair, and why didn't your security company do that for you? He didn't know, but he found another security company to do it this time. Asking about freezers and any number of other special areas should be standard in the selling process: freezers, pools, sump pumps, etc. Just remember to look, ask, suggest, and probe. Anything that has pressure, flow, temperature, or on/off can be monitored by you, if it is important to them.

You win, they win. When you match the system with needs of the prospect, the result will be a satisfied subscriber. A satisfied subscriber should result in more prospects generated from referrals. Follow the same guidelines with these prospects, and you will see your subscriber base grow.

It all starts with your full realization that your first role is as a sales professional who must design the product and service to meet the particular needs of the prospect. More benefits? A system customized to your subscriber's needs and lifestyle also can mean less call-backs to make changes, less false alarms, and added sales by adding features and benefits.

More? Added sales waiting for you in the future from referrals, less expenses, and a more profitable business. What more can you ask for? I know, you could ask to be the only company in town, but while you're waiting to corner the market, customize your selling and win. \$





## Lighter Side

Continued from page 60

"Wife's ring size: eight," Blackie would respond.

"Safe A-53," the locksmith would say, giving a coded ID number as he wheeled into the business of a regular customer to service his safe.

"Safe A-53 : 40-36-91," the bird squawked the combination in reply.

"What would you do if you lost your feathered friend?" I asked.

"I don't know," the locksmith replied, stroking the lustrous feathers of his shoulder-perching comrade. "I guess I'd have to go back to doing things the hard way."

Shaking my head, I watched as man and bird swung into the service van together, and I heard strains of "Me and My Shadow" whistled in tandem as they drove away. §

## Manipulation

Continued from page 78

1 X right to c and attempt to open

Dialing: 4 X left to graph number (increasing)

3 X right to known #3

2 X left to known #4

1 X right to c and attempt to open

Test procedure: None-Safe should be open

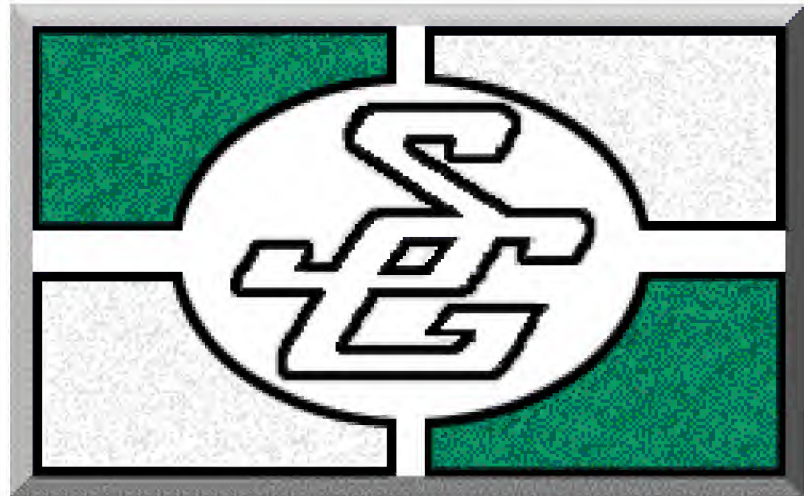
Condition: Wheels one, two, three and four known

Set-up: Safe is open

Dialing: Write invoice

Test procedure: Collect fee

If you had trouble following this article, you may find additional information on safe lock manipulation available from the following: *The National Locksmith Guide to Safe Manipulation* available through: The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107; Safe Lock Manipulation Correspondence Course available through: Lockmasters, Inc., 5085 Danville Road, Nicholasville, KY 40356; or consult your local, regional or national locksmithing associations. Persons interested in further information on the Institutional Locksmiths Associations should contact: Institutional Locksmiths Association, P.O. Box 108, Woodville, MA 01784-9986. §



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